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ABSTRACT

This set of learning modules was developed during a project to deliver workplace literacy instruction to individuals employed in the more than 50 businesses related to the activities of the Port of Baltimore. It is intended to accomplish the following objectives: familiarize students with selected basic grammatical points, introduce basic punctuation usage, present basic capitalization rules, and review selected frequently misused words. The following topics are covered in the 10 modules provided: proofreading; complete sentences; subject-verb agreement; pronoun agreement; punctuation; spelling; capitalization; writing letters; and posttest. Each module contains objectives, procedures, student handouts, and learning activities/grammar exercises. Appendixes constituting approximately 40% of the module contain the following: glossary, reference information about pronouns, and grammar review answers. (MN)

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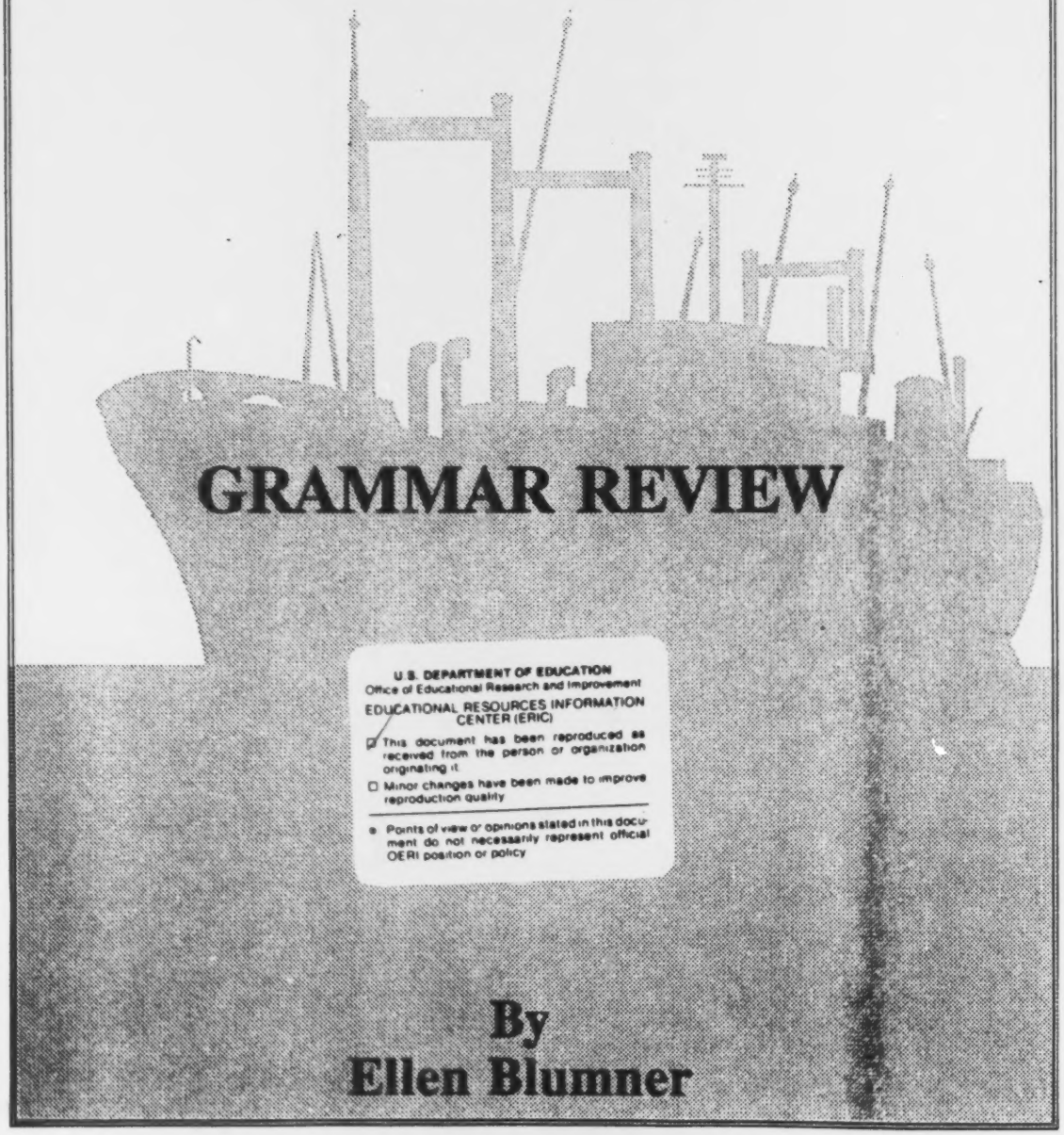
THE PORT OF BALTIMORE WORKPLACE SKILLLS DEVELOPMENT PROJECT



GRAMMAR REVIEW

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By
Ellen Blumner

CE 067 757

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Course

The objectives of this course are as follows:

- To familiarize students with some basic grammatical points, such as subject/verb agreement, pronoun/antecedent agreement, pronoun case, and usage.

- To familiarize student with basic punctuation usage; review use of comma, semi-colon, colon; review use of quotation marks.

- To familiarize students with basic capitalization rules.

- To review some frequently misused words.

The course is designed in ten one hour modules. We taught it in 8 or 10 hour modules depending on the needs and requests of each business with which we contracted to do the course. Each module consists of lecture, writing exercises and discussion. Any material not covered in each module was given to students to complete by themselves. Students were encouraged to consult with the instructor on a one-on-one basis to review their work.

Module 1 Proofreading

Objectives

1. To pretest students' knowledge of basic grammar and usage.
2. To familiarize students with some proofreading methods and marks.
3. To give students the opportunity to recognize incorrectly written sentences.
4. To give students the opportunity to recognize poorly written paragraphs.
5. To give students the opportunity to rewrite a short letter.

Procedures

1. Students will complete pre-test and review results.
2. Students will read sections in syllabus and discuss what proofreading is, how to create a positive proofreading environment, and how to implement proofreading strategies.
3. Students will insert correct proofreaders' marks in spaces.
4. Students will compare addresses in left and right columns. Students will circle the differences in the right column.
5. Students will read poorly written letter and identify problems in writing and grammar of letter.
6. Students will rewrite letter.

Student Activity 1A - Pretest

Cross out the answers which are **wrong.**

1. The marketing director returned to her office, she had forgotten the agenda for the meeting.
   a. Fragment-add conjunction b. correct as is
   c. Comma splice - replace comma with a semicolon

2. Each of the programmers_____ten or more years of service with our organization.
   a. has b. have

3. Mr. Preston, a capable and qualified supervisor, is the candidate_____most of the employees support.
   a. whom b. who

4. The secretary prepared the report and it was distributed to the officers.
   a. report and, it c. report, and, it
   b. report, and it d. Correct as is

5. Why didn't you mark this private?
   a. this "Private"? b. this "Private?" c. Correct as is

6. The disinterested/uninterested employee neglected to report the copy machine as it continually/continuously broke down.
   a. disinterested/continually c. uninterested/continually
   b. disinterested/continuously d. uninterested/continuously

7. Last friday he quit the job he's had all fall and moved to the east.
   a. Last Friday he quit the job he has had all fall and moved to the east.
   b. Last Friday he quit the job he had had all fall and moved to the East.
   c. Last Friday he quit the job he has had all Fall and moved to the East.

8. Biginning tomorrow we will make a recommendation to guarrantee that all equipment be invoiced and shiped immedeately.
   a. 5 words are misspelled c. 3 words are misspelled
   b. 6 words are misspelled d. 4 words are misspelled

9. One of the video tapes that _____with warehouse safety is being delivered at 3 p.m.
   a. deal b. deals

10. The proofreading mark for "insert space" is #.

What is Proofreading?

What are the benefits to you and your company?

- Credibility
- Promotability
- Visibility
- Work variety
- Image
- Career opportunities
- Improved work quality

Creating a Positive Proofreading Environment

- Clarify your schedule; know all deadlines and due dates. Ask if you don't know.
- Clear your work space; remove distractions.
- Have necessary reference materials such as dictionaries within reach.
- Check posture and lighting.
- Close your eyes every 10-15 minutes.
- Take short breaks.

Implementing Proofreading Strategies

Distance yourself-- If you composed the document, put time between the writing and the correcting.

Establish a system-- Show your co-workers the proofreading marks you will be using; consistency on the team is important.

Review the project-- Before you begin proofreading, review the entire document to assess your challenge. Select the correct plan of action using these options:

- Comparison Method: Move your eyes from the original copy to the copy recently updated or corrected; move line by line (use a straight edge if necessary).

- Reading Aloud: The "see and say" method will highlight punctuation errors as well as missing words.

- Partner Proofreading: Correct the new copy as your partner reads aloud from the original. Change places to break the monotony. This method is successful for highly technical text, numbers, or quoted material.

- Editing: Revise words and sentences to improve style if it is your role to do so. Do not change the message or meaning.

- Spelling Proofreading: Read the document backwards, word by word.

- Visual Proofreading: Use three techniques to check the document's alignment:

    1. Run a straightedge down the left and right margins.
    2. Turn the document upside down.
    3. Hold the document at arm's length.

Communicate tactfully-- When it is appropriate, give feedback to the writer. Be helpful and focus on the mistake, not the person who made the mistake. Use courtesy and diplomacy.

KEYS:

• Accuracy is the #1 priority in proofreading; speed is secondary.

• Thorough proofreading requires going through the document more than once.

• When proofreading hard copy produced on a word processor, keep your screen and hard copy at the same place in the document. Corrections and updates will be easier and faster.

• When proofreading a form letter, carefully read the first letter printed out. Then proofread just the changes for all future letters.

• When proofreading copy transcribed from dictation equipment, return to the start of the tape and read the document as you listen.

• Slow down your reading rate.

• Watch for omission of letters in long words (e.g., inconvenience as inconvience).

• Check for closing bracket, quotation mark, or parenthesis.

• Words at the beginning and ending of lines are often omitted because they are more likely to be skimmed.

• Confusion of suffixes can cause missed errors (e.g., typed/types, former/formed).

Student Activity 1B

Proofreading for Keyboard Errors

The most common error you'll find when proofreading is the typographical error ("typo"). A typo is when you see a word correctly but type it incorrectly, usually making a one-letter or one-digit mistake, or transposing or omitting letters or numbers.

For extra letters, figures, words, sentences, or spaces, use the following proofreaders' marks:

delete, omit

cross out a mistake, write the correct letter above

close up the space, write as one word

Exercise: Correct the following, using the appropriate symbols:

1. Manage ment skills can be improved by observing good roll models.

2. Training will inhance you're promottability.

When copy is omitted, use the following proofreaders' marks:

insert copy

add a space

Exercise: Correct the following, using the appropriate symbols:

3. The conference started late because everybody was affected by trafffic jam.

4. The purpose of the meeting was to deside anew computr system.

When a transpositional error occurs, use the following proofreaders' marks:

transpose/reverse the order

Exercise: Correct the following, using the appropriate symbols:

5. Tom registered for teh conference Friday last.

6. Proofreaders msut pay attentoin to detial.

Student Activity 1C
Proofreading for Character Accuracy

Compare the addresses in the right and left columns below. In the right column, circle the differences you find.

Dr. Paul Dorset 170 S. Mountainview Reno, NV 86102	Dr. Paul Dorsett 170 S. Mountain View Reno, NV 86002
Ms. Susan Young Room 104 Montessori Hotel New York, NY 10007	Ms. Susan Young Room 113 Montessori Motel New York, NJ 10007
Joseph Poston, Esq. 6540 South Street Glen view, IL 31307	Joseph Poston, Esquire 6450 South Stret Glenview, IL 31307
Mr. Edward Anthony Fraser P.O. Box 4172 Grand Rapids, MN 4121	Mr. Edward Anthony Frazer P.O. 4172 Grand Rapids, MINN 41229
Mr. Steven Peterson Apt. 101 6993 Boulder Dr. Gainesville, FL 72914	Ms. Stephen Petersen Apt. 101 6393 Bouder Rd. Ganesville, FLA 72214

KEYS:

- Proofread important or technical material at least twice. If proofing on the computer screen, slowly pull your document down line by line on the first reading.
- Read numbers digit by digit.
- Use a partner to proof quoted material or numbers.
- Examine numbers and totals. Recalculate the totals to be sure they are correct. Use a straight edge to examine decimal point location and to make sure the columns are aligned.

Student Activity 1D

Proofing for Errors

Construction Problems

A sentence is a group of words expressing a complete thought. It requires both a subject and a verb. The subject is the person, place, or thing you are speaking about, and the verb shows what that subject is or does.

Exercise

Examine the sentences in the letter below and rewrite the letter.

Dear Mrs. Kelley:

We received your letter describing the difficulty you had in obtaining the forms needed to register your company on our approved vendor list which was unintention we assure you because we depend on our vendors' goodwill to guarantee the most efficient method of obtaining our needed services and supplies. Because you may have called at the busiest time. We do experience a peak telephone usage around 3:00 which you stated was the time of your call to Ms. Black. According to your letter you do not yet have. Because you have taken the time to write to me about your situation I will personally see that you receive the forms you are requesting. The qualifications you are presenting appear to meet all of our criteria and soon as you complete the two forms I have enclosed we will meet with you and Dave Holland our Purchasing Director after which you will have a vendor number entitling you to bid on all of the public offerings you will find posted in the Bulletin issued on the 10th of each month which is the official source for all bids with any illegal bids being refused at the Purchasing Office. Looking forward to doing business. If i can answer any questions please call me at the number below.

Sincerely

Laura Peterson

Module 2 - Complete Sentences

Objectives

1. To familiarize students with what constitutes complete sentences; to alert students to what constitutes a run-on sentence and what constitutes a sentence fragment.

2. To familiarize students with the concept of using modifiers correctly; to alert students to use of dangling and misplaced modifiers.

Procedures

1. Entire class will discuss concepts.

2. Individually, students will read practice sentences.

3. Individually, students will rewrite the sentences.

3. In small groups or as large group, students will discuss correct answers.

Sentence Fragments

An incomplete sentence, called a sentence fragment, may contain a subject and a verb but does not express a complete thought.

Instead of: Because Sue finished the job and went home.
Use: Sue finished the job and went home.

Run-on Sentences

Two or more complete ideas that are joined without punctuation create a run-on sentence. Readability studies show that sentences of fewer than 20 words are best for comprehension, with an average sentence consisting of 15-17 words.

To identify and correct sentence errors, use the following proofreaders' marks:

insert a period

insert a comma

U.C. put in capitals (OR triple underline)

ℓ.c. put in lowercase letters

¶ start a new paragraph

remove the paragraph break

KEYS

- Read the sentence out loud to hear the pace and rhythm.
- Errors lurk in the middle of long sentences-- don't lose your train of thought.
- In compound sentences, read each of the complete ideas separately and check for flow, relationship, and logic.

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Dangling and Misplaced Modifiers

A word or group of words modifying a noun or pronoun must appear near the noun or pronoun. This word or group of words is called a modifier.

Dangling Modifier

When the idea being modified is not named, the result can be confusing or funny. To correct the problem, ensure that the subject of the sentence coordinates with the modifier.

Instead of: In examining the invoices, several inconsistencies were noted.
Use: In examining the invoices, the auditor noted several inconsistencies.

Instead of: Walking down the hall, the typewriter caught his eye.
Use: Walking down the hall, he noticed the typewriter.

Instead of: By placing the order before December 1, savings will be substantial.
Use: By placing the order before December 1, we will save a substantial amount.

Misplaced Modifier

When the modifier is not close to the noun or pronoun it modifies, the meaning becomes obscure. To correct the problem, move the modifier.

Instead of: The McNeil contract was delivered to both the buyer and seller prepared in triplicate.
Use: The McNeil contract, prepared in triplicate, was delivered to both the buyer and the seller.

Instead of: He observed the fire extinguisher lying on its side while conducting a surprise safety inspection.
Use: While conducting a surprise safety inspection, he observed the fire extinguisher lying on its side.

Instead of: The Schuster building was sold to an out-of-state resident in disrepair for the last five years.
Use: The Schuster building, in disrepair for the last five years, was sold to an out-of-state resident.

Student Activity 2B

Rewrite each of the following sentences to remove misplaced words and/or unclear phrases. There may be several correct answers.

1. David knew a consultant with an expertise in that area named Norma Carlton.

2. Joyce put the shoes on her feet that she had just bought.

3. Amanda was an intern for the advertising agency during her summer vacations in the direct mail department.

4. The employees listened in the conference room to the speaker.

5. Marilyn bought the neighbor's car who later became her husband.

6. The teenage girl ran into me riding her bicycle.

7. Coming onto the interstate the truck almost ran into my car.

8. Joshua looked for the report in the desk drawer that he couldn't find.

9. The personnel director went back to his office to tell his employees about the policies which were adopted after the meeting.

10. Michael only ate a small bowl of soup.

Student Activity 2C - PRACTICE SENTENCES

A. Revise the sentences to eliminate the dangling modifiers.

1. If caught with drugs on the job, we will take disciplinary action.

_____

_____

2. After driving for three hours, a break is required.

_____

_____

3. With every step upward, the pine trees became sparser.

_____

_____

4. After a long and tiring day at the office, the fish tank is relaxing.

_____

_____

5. As one of our favored customers, we're concerned about the two unanswered letters.

_____

_____

6. By working all night, the report was completed for the 9 A. M. meeting.

_____

_____

7. After spending four hours filling out the insurance claims for the damaged merchandise, the claim was misplaced.

_____

_____

8. While traveling to our branch office in Georgia, the plane developed engine problems.

_____

_____

9. By depositing the day's receipts after work, accounts receivable can be updated the following morning.

_____

_____

_____

10. After working hard for five years, the promotion is deserved.

_____

_____

_____

11. After plowing for 40 minutes, the rear-wheel gears started grinding.

_____

_____

_____

B. Revise these sentences to make them more readable.

1. Please consider my application for a marketing supervisor at your firm.

2. I have to find the total costs of living in Texas as compared to Oklahoma.

3. Sexual harassment is a problem that 70 to 80 percent of working women face, most often occurring in small companies.

4. All ad campaigns are directed by the company's home office in Chicago, and other promotional strategies.

5. Popular singers decided to make a record to donate to the starving people in Africa.

C. Revise these sentences to eliminate misplaced modifiers.

1. Carburetors are basically the same, so when you know how to rebuild one you can almost fix all of them.

2. I bought an IBM-compatible computer at the Plaza Mall that costs only $1350.

3. In the 1950s, couples went through a courtship period in which the man would date only one woman, termed going steady.

4. Because of the number of deaths that resulted from heart disease the Public Health Service began a long-term study of a typical American community, which it started right after World War II.

5. Our riding stable closes when the ground freezes for the safety of both horses and riders.

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D. Revise the following sentences.

1. Answering the telephone, the cat ran out the open door.

2. After completing the student financial aid application form, the Financial Aid Office will forward it to the appropriate state agency.

3. While walking, a cold chill ran through my body.

4. After a night of worry, the lights came on.

5. Impurities have entered our bodies by eating chemically processed foods.

6. By planting different varieties of crops, the pests were unable to adapt.

7. He read a report on the use of nonchemical pesticides in our conference room.

_____

_____

_____

8. The new apprentice is enthusiastic, skilled, and you can depend on her.

_____

_____

9. In his new job he felt lonely and without a friend.

_____

_____

10. She plans to study all this month and on scoring well in her licensing examination.

_____

_____

_____

11. She sleeps well and jogs daily, as well as eating high-protein foods.

_____

_____

_____

Student Activity - 2D

Indicate whether each of the following is a complete sentence (S) or a fragment (F) by writing F or S in front of the number.

1. Whether he decides to go to the meeting or not.
2. Regardless of whom the letter is directed to, it should be free of errors.
3. Having known him for a very long time, I suppose if we accepted his proposal.
4. It is finished.
5. He didn't suspect that the office was preparing a reception honoring him and so he when he left the country to go to Germany.
6. I suppose we could go there, but I think that if we do.
7. Different people are motivated by different things; I don't know what motivates him.
8. In the beginning we were just a small organization, but as time has passed.
9. Time will tell if the decisions that were made at today's meeting were correct.
10. Writers who care about their work pay close attention to their grammar.
11. If I wasn't afraid of what my supervisor might say.
12. Despite what Margaret says, there isn't anyone around who could type that report in two hours.
13. Regardless of how you choose to handle the matter.
14. Yes, I do believe that I will attend.
15. It just isn't fair that everyone is going to the conference, leaving you here all alone with no help.

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Module 3 - Subject/Verb Agreement

Objectives

1. To familiarize students with the concept of agreement of subjects and verbs.
2. To familiarize students with subject/verb agreement when subject is an indefinite pronoun.
3. To familiarize students with the concept of collective nouns and how verbs agree with them.

Procedures

1. As a class, students will discuss these concepts.
2. Individually, students will read sentences.
3. Individually, students will rewrite sentences.
4. In small groups or as a large group, students will discuss sentences.

Agreement Problems

Subject/Verb

- The subject and the verb must agree in number. A singular subject needs a singular verb; a plural subject needs a plural verb.

  We (*subject*) are (*verb*) the best department in the company.

  I (*subject*) am (*verb*) planning to attend the class on Tuesday.

- Don't confuse the subject with one of its modifiers.

  The file (*subject, singular*) containing all of the missing folders was (*verb, singular*) found in Towson.

  Program Managers (*subject, plural*), along with the speaker, have (*verb, plural*) to meet at the seminar.

- When two or more subjects are joined by *and*, use a plural verb. When two or more singular subjects are joined by *or* or *nor*, use a singular verb. If the subjects are of different numbers, make the verb agree with the subject nearest the verb.

  Denise and Tom (*subject, plural*) have been hired (*verb, plural*) to work in our Accounting Department.

  Either a brochure or a catalog (*subject, singular*) is (*verb, singular*) to be selected for the test.

- Use a singular verb after *each, either, everyone, everybody, neither, nobody, someone, every, one, another,* and *much.*

  Neither computer terminal is working.

  Everyone was present for that meeting.

- Use a plural verb after *both, few, many, others,* and *several.*

  Both books are out of print.

  Many were invited, but few were able to attend.

• Collective nouns--If the group is acting as one unit, use a singular verb. If the members of the group are acting separately, use a plural verb.

The Board of Directors meets on Tuesday.
The firm is one of the best in the field.
The committee (members) are not in agreement on the decision.

Student Activity 3A

Use proofreaders' marks to correct or improve subject/verb agreement in the following exercise.

1 TO: All Personnel
2 FROM: Cynthia A. Sorenson
3 DATE: October 1, 19XX
4 RE: Retirement Party
5
6
7 On Friday, October 30, we will honor three employees--all company
8 veterans of 30 years--who is retiring from the company. The retirement
9 party, to be held in the lounge, have been scheduled for 4 p. m.
10
11 The three employees, Jean Johnson, Secretary; Tom Dillon, Information
12 Systems; and Deanna Schaeffer, Accounting, was some of the best in
13 their area. Their contributions will be missed.
14
15 Please contact your division coordinator to make your reservation.
16 Either Kelly Hunt or Susan Milligan are finalizing all plans.

ANSWERS: Lines 8, 9, 12, and 16 have incorrect verbs.

KEYS:

• Read each sentence out loud to listen for correctness.

• Check each verb. Is the verb singular or plural? Match each verb with its subject. Is the subject singular or plural?

• Don't let prepositional phrases or modifiers get in your way. Remove them, and then check subject/verb agreement.

Student Activity 3B

Choose the correct word.

1. Neither John nor Gary (understands, understand) how to solve the problem.
2. Each day's sales figures (is, are) carefully analyzed.
3. Mrs. Finch, (who, whom) we met last week at the reception, is coming here at noon to discuss the merger.
4. There (is, are) numerous opportunities for employment here.
5. By having your employees schedule meetings, you provide them with the opportunity to organize (his, their) thoughts ahead of time.
6. In (his, their) reports, John is always using obscure language, which the staff usually doesn't understand.
7. (Does, Do) all of the members of your department understand the policy?
8. Business writers who do not know their subject (is, are) not going to be successful communicators.
9. Supervisors should set personal deadlines for (herself, themselves) for various projects.
10. She is the accountant (who, whom) made that decision.
11. Fifty dollars (is, are) too much to pay for that calculator.
12. Everyone in the meeting (expects, expect) to see something impressive.
13. Children (has, have) no place in a business environment.
14. A manager and (his/her, their) employees should be willing to accept responsibility for (her/his, their) actions.
15. Good writers (plans, plan) what they want to say before they write anything.
16. The computer programmer, (who, whom) is a talented woman, is due for a promotion.

17. Both the secretary and the treasurer (was, were) asked to resign.

18. Where (is, are) your market research reports?

19. Some departments assume credit for items for which (it, they) were not responsible.

20. Each of the reports (contains, contain) useful information.

21. In most businesses, the person for (who, whom) a memo (is, are) written (is, are) not always the only person who actually (reads, read) it.

22. Everyone should learn to accept things that (he/she, they) cannot change.

23. These statistics (is, are) not necessarily useful to us.

24. Good delegation skills (is, are) essential to good management.

25. A grammar reference guide (is, are) an important item for business writers to own.

Student Activity 3C

Choose the correct word.

1. Not one of the reports (was, were) tabulated by hand.
2. One of the reasons Bob Jenkins is such a strong writer is that (he, they) makes (his, their) business writing conversational.
3. Neither Karen nor her employee (knows, know) how to use the software.
4. The speaker (who, whom) stares off into space or keeps (his/her, their) eyes on the floor will not be appreciated by (her/his, their) audience.
5. Many business writers tend to overuse dashes in (his/her, their) work.
6. Every one of the sales representatives (has, have) sold eight programs.
7. In writing, two short sentences (is, are) often better than one.
8. Either John or his assistant (is, are) planning to attend the workshop.
9. The memos from the bookkeeping supervisors would be much more effective if (she/he, they) would learn to organize (her/his, their) ideas.
10. Neither Mr. Jenkins nor Mr. Banker wanted (his, their) department to participate in the time-consuming program.
11. The finance, marketing and purchasing departments (has, have) each met this year's productivity goals.
12. (Who, Whom) do you think should be assigned to write the report?
13. She is a terrific business writer (who, whom) never uses a phrase in (her, their) work when a word will do.
14. The existence of stress in the department (hinders, hinder) its ability to perform well.
15. Women often enjoy this program, as it has been designed to meet (her, their) needs.
16. When a choice (is, are) available, choose concrete rather than abstract words in your business writing.

17. Marcie and Robert (lives, live) close to the company warehouse.

18. Mr. Jenkins, (who, whom) plans to go to the corporate office soon, is selling his house.

19. Mary and her sisters (is, are) going to arrive on Friday.

20. Neither Dr. Samuels nor Dr. Jenkins (spends, spend) much time at the office.

21. Michael thinks that using jargon makes (his, their) letters sound more professional, but since few of us understand these words, (his, their) memos just don't make sense.

22. Assign the task to (whoever, whomever) is best qualified.

23. Statistics (supports, support) our position on this matter.

24. A writer (needs, need) to know his audience before he begins to write anything.

25. The faculty will decide whether (it, they) will include that topic in the program.

Module 4 - Pronoun Agreement

Objectives

1. To familiarize students with concept of agreement of pronoun and antecedent.

2. To familiarize students with correct use of who and whom, whoever and whomever.

Procedures

1. As class, students will discuss concepts.

2. Individually, students will read sentences.

3. Individually, students will rewrite sentences.

4. As class, students will discuss corrected sentences.

Nouns/Pronouns

- A noun and its pronoun must agree in person and number, whether they act as subject, object, or possessor.

  I must stand by *my* client, just as *you* must stand by *yours*.
  Bob said *he* did it.
  Anne likes *her* new position.
  The *company* won't change *its* policy.

- Use *who* and *whoever* when you can substitute *he, she, they, I,* or *we* for the *who* clause.

  Who was promoted?
  Who did they say was chosen?
  I will speak to *whoever* answers.
  Write to *whoever* you think can supply the information.

- Use *whom* and *whomever* when you can substitute *him, her, them, me,* or *us* as the object of the verb or the object of the preposition in the *whom* clause.

  Whom did you see today?
  Whom were you talking about?
  I will hire *whomever* I can find.

Pronouns with multiple nouns

- If two nouns are joined by *and*, the pronoun is usually plural.

  Ted and Linda brought *their* reports to the meeting.

- If both male and female are involved, it's better to change the wording from singular to plural.

  Instead of: Each manager must meet with her/his staff.
  Use: Managers must meet with *their* staffs.

- When a pronoun refers to nouns joined by *or, nor, either. . . or,* or *neither. . . nor,* and one of the nouns is plural, make the pronoun match the noun closest to the verb.

  Neither Fred *nor* the Smiths parked their cars.

KEYS:

- Always avoid sexist language. Avoid references to age, race, and sex.
- Use parallel language.

  Instead of: men and ladies
  Use: men and women

- Use terms that include both sexes.

Instead of:	**Use:**
chairman	chairperson
manned	staffed
fireman	firefighter

Student Activity 4A

Proofread this text, and make appropriate corrections.

1 It has been decided by the management of Zen Computers to implement
2 some changes in their organization.
3
4 The reorganization are necessary because our customers is changing,
5 competition have increased, and the economy are slow.
6
7 All departments is expected to cut budgets by 30 percent and each
8 district managers are expected to move his department to the Albany
9 office.
10
11 Walking through the office, my attention is drawn to the positive team
12 spirit. Please don't let this news change thing.
13
14 These arrangements were just made by management last week so details
15 still has to be finalized. The president will speak direct to you
16 next week, but if there is any questions, please address them to
17 myself. I will speak to whomever have concerns.

KEYS:

- Double-space documents in draft form for easy proofreading.
- Place your proofreading marks so that they do not hide the text.

Student Activity 4B

Choose the correct word.

1. Jacob and Gerald went to a workshop where (he, they) learned about ways to reduce stress.

2. Each employee should direct (his/her, their) questions to (whoever, whomever) she/he feels is best qualified to answer (it, them).

3. The Board of Directors (has, have) ordered development of new international marketing policies.

4. These (is, are) the tasks you will perform.

5. The assistant or the intern (is, are) responsible for sorting the mail.

6. An employee should know how (his/her, their) managers evaluate (his/her, their) performance.

7. Neither marketing nor advertising (believes, believe) sales will increase by that much.

8. Good proofreading skills, (is, are) essential to assuring clarity and accuracy in business writing.

9. Michael, William and James will all help make sure that the sale (goes, go) as planned.

10. Most employees are rated on how (he, they) do (his, their) job.

11. Michael Olson is the one (who, whom) is the best writer.

12. By delegating details, a manager (makes, make) efficient use of company time.

13. Writing that (is, are) difficult to read (is, are) not good writing.

14. Nobody (wants, want) to admit making this costly error.

15. Writers must communicate clearly in (his, their) work, or else (his, their) message will not be understood.

16. Each member of the various departments (is, are) responsible for the company's success.

17. Neither sales nor accounting personnel (is, are) permitted to leave early.

18. Either cookies or cake (has, have) to be served at the president's reception.

19. Good writers vary (her, their) sentence structure to keep (her, their) readers' interest.

20. Neither Jane nor Jim (understands, understand) that excessive use of prepositions can make business letters less effective.

21. The department with the most employees (is, are) going to benefit most from the new policies.

22. Business professionals should use short words in (her/his, their) communications.

23. The ability to prioritize tasks (is, are) crucial if you hope to succeed in business.

24. (Whom, who) do you want to make the presentation?

25. Neither the programmers nor the supervisor (agrees, agree) with that approach.

Student Activity 4C

A. Choose the correct form - *who, whom, or whose* - and write it in the space provided.

1. Vance Lovejoy is the attorney _____ we met at the party.
2. Edna Boulanger, _____ lives in Denver, is Vance's partner.
3. I asked George _____ would answer his calls during vacation.
4. Everyone _____ car is parked on the street will be arrested.
5. Anyone _____ complains will be fired.
6. Someone asked us _____ owned the red Jaguar.
7. Tillie Treekle, _____ sings in the chorus, lost her voice.
8. Charles Waterford, for _____ many people will vote in the next election, is called Clew by his friends.
9. Greta Grunwald, _____ is the incumbent governor, was the first speaker at the banquet.
10. He asked me _____ had bought the old house.

B. Choose the correct pronoun - *whoever* or *whomever* - and write it in the blank.

1. _____ you saw was not wearing a mask, was he?
2. _____ it was left before I could speak to him.
3. _____ called didn't give her name.
4. I will speak to _____ answers the phone.
5. Let me speak to _____ the chairman has nominated.
6. These books will be interesting to _____ likes a good mystery.
7. I offered my help to _____ needed it.
8. _____ I visit will receive a large rose.

9. _____ we promote will receive a large raise.

10. _____ gets the job will receive a large raise.

11. I sent a response to _____ wrote the letter.

12. Hank offered a ride to _____ was going toward the library.

13. We always reward _____ provides good service.

14. We will be pleased to see _____ you send.

15. Mrs. Kensington usually helps _____ is doing that report.

Student Activity 4D

Choose the correct form from the choices provided.

1. I asked George and (she, her) to close the files on the Comstock case.
2. We visited several cities; (that, that experience) was very exciting.
3. (Who, Whom) did you see at the convention?
4. Irene Evans, (who, whom) you may remember, will be in charge of the new office.
5. (We, Us) employees want more time off.
6. (Whoever, Whomever) buys that house will have to make repairs.
7. Everyone in this department will have to park (his or her, their) car on the street tomorrow.
8. One of the kittens caught (its, their) paw in the screen.
9. Marilyn is one of the women who write letters to (her, their) friends.
10. (Everyone, Every one) of the students attended the seminar.
11. (Who's Whose) going to take the minutes of the meeting?
12. (Whoever, Whomever) the committee nominates will be elected.
13. Betty MacRae, (who, whom) will return from London next week, can explain the formula to you.
14. Brenda and (he, him) have worked out the new system.
15. The furnace needs to be repaired; (this, this expense) was not in our budget.
16. (Who's, Whose) idea was it to open the windows?
17. Send the report to Mr. Whitney or (I, me, myself).
18. I want to talk to the man (who, whom) sent me this report.
19. Bella hired a new agency (who, that) was highly recommended.

20. The director asked Leonora and (he, him) to work overtime.

21. The committee (who, which, that) takes office next week will serve until April.

22. (Everyone, Every one) in the class is present.

23. Hiram is one of the men who sent (his, their) reports on time.

24. We will mail the contracts to Mrs. Huffman or (you, yourself).

25. (Who, Whom) do you think will be the winner?

Student Activity 4E

A. Write the correct form - *who or whom* - in the space provided.

1. Mr. Minton is a person _____ you can trust.
2. The only people _____ I believe are the clowns.
3. Beverly Whiteside is someone _____ I think will succeed.
4. Everyone _____ tries this new recipe is sure to love it.
5. Everyone _____ we meet asks for our secret formula.
6. Mrs. Lenox is the woman _____ I recommend for the position.
7. I addressed the letter to the officer _____ you suggested.
8. I sent it to the person _____ wrote to me.
9. I want to talk to Barbara Linwitz _____ you neglected to invite to this meeting.
10. I have written the letter to the man _____ you mentioned.

B. Write the correct form - *whoever or whomever* - in the blank.

1. _____ you invite will be welcome.
2. _____ arrives late will still be welcome.
3. I brought this book for _____ enjoys mysteries.
4. We will admit _____ knows the password.
5. _____ is elected will have a tough job.
6. _____ we elect will have a tough job.
7. Tell _____ answers the phone that I'll call back.
8. We want the winner to be _____ writes the best essay.

9. These prizes are intended for _____ gets here first.

10. Irene will speak to _____ is at the desk.

11. Mike will write to _____ the committee suggests.

12. _____ Sheila has invited will be in for a minute.

13. Melvin refuses to listen to _____ advises him.

14. The police will question _____ was at the scene of the accident.

15. Ms. Franciscus will talk with _____ we send as our representative.

Student Activity 4F

Choose the correct form from the choices provided.

1. Catherine and (he, him) have left for Denver.
2. During the week we lost three employees; (this, this loss) is causing a problem in our office.
3. (Who, whom) did you say was the first speaker?
4. Our new sales representative is Marlowe Boswell, (who, whom) you met last September.
5. Our chief executive officer always has time to talk to (we, us) supervisors.
6. (Whoever, Whomever) the agent calls will play the role.
7. Every one of the girls called (her, their) parents last week.
8. One of the chemists broke (her, their) arm last week.
9. William is one of those composers who might take (his, their) themes from folk tunes.
10. (Anyone, Any one) of those trees would provide enough shade.
11. (Who's, Whose) coat is handing on the door?
12. (Whoever, Whomever) goes to the cafeteria will probably stay an hour.
13. That program was started by Ms. Janderley, (who, whom) is now in the Sacramento office.
14. Janet and (she, her) have known each other for years.
15. Mrs. Carmichael's absences are very annoying; (this, this situation) must be resolved soon.
16. That company built (it's, its) headquarters on a large estate.
17. Ms. Garibaldi and (I, me, myself) were the representatives.
18. The person (who, whom) you should see is not here.

19. Bob wants to work for a company (who, that) performs a public service.

20. The receptionist showed Abner and (I, me) how to reach Mr. Shaw's office.

21. The panel (who, which, that) will make the decision will meet in March.

22. (Noone, No one) wanted to come to work early.

23. Abigail is one of the reporters who made (her, their) reservations for the convention.

24. Anna or (you, yourself) should prepare the list.

25. (Who, Whom) shall I say is calling?

Modules 5 & 6 - Punctuation

Objectives

1. To familiarize students with basic rules of punctuation: use of commas, semicolons, colons, dashes, parentheses, quotation marks, underscoring.
2. To give students practice using the above punctuation correctly.
3. To familiarize students with correct use of apostrophes.
4. To give students practice using apostrophes correctly.

Procedures

1. As class, students will discuss concepts.
2. Individually, students will read sentences.
3. Individually, students will rewrite sentences.
4. As class, students will discuss corrected sentences.

Proofreading for Punctuation Errors

Use Commas:

- In a sentence where two complete thoughts are separated by *but, or, yet, so, for, and,* or *nor.*

  Ms. London did not attend the meeting, nor did she send her report.

  We believe you have good ideas, and the committee should incorporate several of them.

- When three or more items are listed in a series. Place a comma before the *and* preceding the last item.

  We purchase pencils, clips, pens, and printer ribbons.

  New job descriptions were written for clerks, word processors, and administrative assistants.

- Between consecutive adjectives where the comma is really used instead of *and.*

  Sue hated the dark, gloomy office.

- To set off parenthetical information.

  Mr. Warner, the president, arrived on time.

  Nina Spokes, our personnel manager, will help you.

- To set off the year if it follows the month and day.

  On November 14, 1995, I will have been with the company for five years.

NOTE: Omit the comma when only the month and year are given.

  The results will be known in December 1995.

Use Semicolons:

- When a coordinating conjunction *but, yet, so, for, and,* or *nor* is omitted between two complete thoughts.
  The Accounting Department approved the increase; the Marketing Department disapproved.

- When two complete thoughts are linked by a transitional expression such as *however, therefore, accordingly, consequently,* and *moreover,* place a semicolon in front and a comma behind.

  The supervisor has agreed to the project; however, we must await budget approval.

  Debbie did not receive the letter; therefore, she did not know when we were arriving.

- To separate a series of phrases that already contain commas.

  The staff members went to different countries: John Lewis, England; Fred Thomas, France; and Jane Simon, Germany.

- When two complete thoughts are joined by *but, or, yet, so, for, and,* or *nor,* and a comma would normally be used. Place a semicolon instead if either of the complete thoughts has internal commas, and another comma would cause misreading.

  We provided brochures, notebooks, and writing materials; and video tapes, workbooks, and textbooks were available for purchase.

Use Colons:

- After a salutation in a business letter.

- To introduce a list with an expression such as *for example, namely, that is,* or *following.*

  We displayed some low-cost samples, for example: chalk, poster board, and markers.

- To separate the title from the subtitle of a book.

- To represent the word "to" in a ratio.

  10: 1

- To separate hours and minutes in expressions of time.

  10: 30

Use Apostrophes:

- To show possession.

	singular	plural
Any word not ending in "s"	's	's
Any word ending in "s"	s'*	s'

*exception: a singular word ending in "s" that forms an extra syllable when pronounced.

boss's Ms. Jones's

- In contractions or to show omission of letters or numbers.

can't, won't, it's
'93

- To form a plural where the omission of the apostrophe would cause confusion.

Instead of:	**Use:**
three As	three A's
dotting the is	dotting the i's
ps and qs	p's and q's

Use Dashes:

- To show emphasis, to indicate abrupt changes, or to set off explanatory material instead of parentheses or commas.

NOTE: Type the dash by striking two consecutive strikes of the hyphen key, and put a space before and after the hyphens if you are typing on a computer.

We should decide --before the year ends-- how to handle the problem.

Dashes are emphatic marks. Don't overuse them!

Use Parentheses:

- To set off and de-emphasize nonessential explanatory material. (Use instead of dashes to soften and not draw attention to the nonessential items.)

  To obtain your complimentary pass, stop at the second ticket booth (the one with the red flag on it).

- To explain an abbreviation or enclose periods of time.

  An increase will be given to any person with a CPS (Certified Professional Secretary) rating.

  The latter part of the twentieth century (1990-2000) will be a period of spectacular growth and change.

Use Quotation Marks:

- To indicate the exact words of a speaker.

  Jim said, "All personnel must attend the safety meeting today."

- To denote technical terms in otherwise nontechnical material.

- To indicate words or phrases introduced by expressions such as *labeled, marked, signed,* and *entitled.*

  The carton was labeled "This Side Up."

- Use single quotation marks to enclose a quotation within a quotation.

  In his speech to the graduating class, Dave Stevens remarked, "I believe that, as John Kennedy said, 'It is time for a new generation of leadership. . . for there is a new world to be won.' "

Use Underscore

- To set off titles of published works, including books, magazines, newspapers, and videotape recording. Also underscore plays, movies, and musical compositions.

  We rented the videotape The Sound of Music yesterday.

  Our library subscribes to The Wall Street Journal and numerous periodicals, including Modern Office Technology and Personal Computing.

- To set off words being emphasized, defined, or used as examples.

  Successful managers are leaders --not bosses.

  Glower means "to look with sullen annoyance or anger. "

Student Activity 5A

Insert the correct punctuation in the following sentences:

1. Mr Roberts office was broken into around 9 o clock last evening.

2. Barry told his boss that he couldnt understand her

3. Ed said I need your report by next monday

4. The December 1992 report is due in Mr Johnsons office before its turned over to the advertising department.

5. The guest speaker Dr Angela Barton is expected to arrive by 500 and Ms Ellis the meeting Chair person will open the session at 530

6. Jane came to the meeting but she had to leave early

7. Mr. Turner said Bob I need you to pick up the Marketing Manager from the airport hes earlier than we expected.

8. Mary Thomas who left the company five years ago has since been promoted to a vice president at her new company.

9. According to Jim Clark of Clark Associates producers of on-line directory services over half of the data bases provide business-related information.

10. The personal computer not the typewriter is my choice.

11. As Mr. Hornby said in his memo We must incrase sic production by 30 percent 18 percent is more reasonable if we want to remain competitive.

12. Heres how the contract reads For the sum of two thousand three hundred dollars $2300 Eptco Inc agrees to pull up and remove all stumps from the proposed lot

13. Although we may not achieve excellence said Ms. Stone we always should strive for it Otherwise well become another mediocre company.

14. Yes Mary our travel expenses were high last month consequently travel will be curtailed from April 1 1993 until May 30, 1993

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Student Activity 5B

Put a "C" for correct in front of each sentence which is correct. If a sentence has errors, correct the punctuation.

___ 1. Yesterday I came to a decision; I am going to quit.

___ 2. Since you mention it, I will accept the offer.

___ 3. The office was equipped with computers, telephones and all the office supplies one could ever need.

___ 4. I believe that was a good decision; however, it is important that everyone know it is going to take some time to put into effect.

___ 5. Mr. Myers who is well-known for his expertise in that field will be speaking at the meeting.

___ 6. Alberta's interview went well; she got the job.

___ 7. When making your list of people to invite to the party, you should include the following: Bill, Mary, Heather, Stacey, Norma and Linda.

___ 8. He was going to make a speech, but he decided not to.

___ 9. I enjoy working with my supervisor because she is honest and fair and considerate of her employees.

___ 10. I believe what he said is true, but I don't like the way he said it.

___ 11. Furthermore, I don't agree with the plan.

___ 12. It was a time of great happiness and celebration; we had just been awarded the $10 million account.

___ 13. I suppose you could distribute that letter as is (wordy and full of errors), but I doubt anyone will understand what you're trying to say.

Student Activity 5C

Cross out the sentence which is **wrong**. It is possible for both sentences to be correct.

1. A. He will be going to the store for some bread milk and eggs.
   B. He will be going to the store for some bread, milk and eggs.

2. A. His position is clear he is against the move.
   B. His position is clear; he is against the move.

3. A. What is the reason for that policy.
   B. What is the reason for that policy?

4. A. Mr. James, like many other environmentalists, is concerned about our pollution problem.
   B. Mr. James like many other environmentalists is concerned about our pollution problem.

5. A. The man with the reddish blond hair stated his beliefs quite eloquently but the audience was not listening.
   B. The man with the reddish-blond hair stated his beliefs quite eloquently, but the audience was not listening.

6. A. He doesn't care if it gets done today or tomorrow or next week.
   B. He doesn't care, if it gets done today, or tomorrow, or next week.

7. A. "I believe that is a fair statement", she said.
   B. "I believe that is a fair statement," she said.

8. A. I will go to the store however don't expect me to fix dinner.
   B. I will go to the store; however, don't expect me to fix dinner.

9. A. Your desk is on fire?
   B. Your desk is on fire!

10. A. Roberta Browning who knows the subject very well will present her thoughts at todays meeting; but the executive director, who is vacationing in Florida, will not be there to hear her.
    B. Roberta Browning, who knows the subject very well, will present her thoughts at today's meeting; but the executive director, who is vacationing in Florida, will not be there to hear her.

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Student Activity 6A

Cross out the sentence which is **wrong**. Only one will be correct.

1. A. The manager said, "I don't believe you're going to spend that much money on that project."
   B. The manager said, "I don't believe you're going to spend that much money on that project".

2. A. "Yes", she said "I do believe I will be going to the reception after all."
   B. "Yes," she said, "I do believe I will be going to the reception after all."

3. A. After spending six hours in the meeting, the president said, "Perhaps we should conclude for today and meet again next week to discuss this matter.
   B. After spending six hours in the meeting, the president said, "Perhaps we should conclude for today and meet again next week to discuss this matter."

4. A. "He said, 'I'll go,' and I'm certain he will go, even though I know he doesnt want to", said Margaret.
   B. "He said, 'I'll go,' and I'm certain he will go, even though I know he doesn't want to," said Margaret.

5. A. In his text, the psychologist wrote, "It is important that we discuss...underlying causes of the situation and not just the situation itself."
   B. In his text, the psychologist wrote, "It is important that we discuss.....underlying causes of the situation and not just the situation itself."

6. A. In an attempt to improve his business letters (which were definitely in need of improvement), Martin attended a grammar workshop.
   B. In an attempt, to improve his business letters (which were definitely in need of improvement), Martin attended, a grammar workshop.

7. A. "We won"! exclaimed the young baseball player.
   B. "We won!" exclaimed the young baseball player.

8. A. The marketing director made her opinion known when she emphatically answered, "no".
   B. The marketing director made her opinion known when she emphatically answered, "No."

9. A. The personnel director asked, "Are we going to get an extra holiday this year?"
   B. The personnel director asked, "Are we going to get an extra holiday this year"?

10. A. "He (John) will not be joining us for dinner," said Mary.
    B. "He (John) will not be joining us for dinner" said Mary.

Student Activity 6B

Choose the correct word.

1. You will find our (company's, companies) vacation policy in the employee handbook.

2. He has five (year's, years') experience in the training industry.

3. The marketing (director's, directors) policy on that matter is not clear.

4. The personnel (assistant's, assistants) memos are much too long.

5. Regardless of how little the contractors will charge, three (year's, years) is too long to wait.

6. He accepted a position as the (presidents, president's) assistant.

7. He began the project at his (boss's, bosses) request.

8. At the company picnic the (womens', women's) team won the trophy.

9. Mr. (Majors, Major's) letter arrived in the office last week.

10. I wish the sales (representative's, representatives) letters would be more clear.

11. It is entirely possible that the sales (representatives, representatives') schedules will change next year.

12. The (teacher's, teachers) desk was covered with books.

13. One (year's, years') experience is hardly adequate for this position.

14. Carl (Whetherby's, Whetherbys) suggestions are worth some consideration.

15. The (memos, memo's) purpose was unclear.

Student Activity 6C

Form the plural, singular possessive and plural possessive forms of each of the following words in the space provided.

Singular	Plural	Singular Possessive	Plural Possessive
Examples:			
manager	**managers**	**manager's**	**managers'**
child	**children**	**child's**	**children's**
mother-in-law	**mothers-in-law**	**mother-in-law's**	**mothers-in-law's**
1. woman	_____	_____	_____
2. boss	_____	_____	_____
3. committee	_____	_____	_____
4. wife	_____	_____	_____
5. company	_____	_____	_____
6. brother-in-law	_____	_____	_____
7. supervisor	_____	_____	_____
8. computer	_____	_____	_____
9. secretary	_____	_____	_____
10. policy	_____	_____	_____

Module 7 - Spelling

Objectives

1. To provide students practice spelling difficult words.
2. To provide students a list of basic spelling rules.
3. To provide students practice using commonly confused words correctly.

Procedures

1. Students will read spelling words.
2. Students will write spelling words.
3. Class will review correct spelling of words.
4. Class will review spelling rules.
5. Class will review frequently misused words.
6. Students will fill in correct word in sentences.
7. Class will review sentences.

SPELLING RULES

1. Drop the final e if the suffix begins with a vowel.
   move + ment = movement move + able = movable

2. Doubling Rule (1+1+1) - If a word has one syllable, ends in one consonant, and has one vowel before that consonant, then double the final consonant before adding a suffix that begins with a vowel.
   mad + est = maddest red + ness = redness

   If you have a word with more than one syllable, and the last syllable receives the stress, then the above rule holds true.
   ad-mit' + ance = admittance
   num'-ber + ing = numbering

3. Plurals:
   Most words - add s
   Words ending in s, x, z, ch, sh - add es
   Words ending in y, with a consonant before the y - change the y to i and add es
   Some words ending in o, with a consonant before the o - add es
   Words ending in o that are Italian musical terms, proper nouns, or words of Spanish origin - add s
   Words ending in f or fe that have a v sound in the plural, drop the f - add ves

4. ie/ei Put i before e
   Except after c
   Or when sounded like a
   As in neighbor and weigh.

5. ff / ll / ss :
   One syllable words that end in f / l / s, double the letter to form the plural.

6. Y:
   If you hear an i at the end of a one-syllable word, it is usually spelled with a y.
   If you hear an e sound at the end of words with more than one syllable, it is usually spelled with a y (Some are spelled with an ey).
   If you hear a short i sound (as in "it") in the middle of the word, it is usually spelled with a y.

7. Hard and soft c and g:
   c or g followed by e, i, y - has the soft sound (like city or gym)
   c or g followed by any of the other letters - has the hard sound (like cat or game)

8. -tion and -sion:
   -tion is the most common
   If the original word ends in ss, the -sion ending is used

COMMONLY MISSPELLED WORDS

ache	colonel	enough
alcohol	commercial	environment
all right	conceited	experience
already	convenient	Fahrenheit
although	cordial	February
answer	cough	government
bureau	cruise	guarantee
business	decision	individual
calm	definitely	library
canoe	description	lieutenant
Celsius	different	mosquito
cereal	disease	necessary
choice	drowned	nuisance

continued on next page

ocean
opinion
opportunity
physical
pregnant
privilege
probably
recognize
responsible
restaurant
route
satisfied
scissors
separate
sergeant
shoulder
soldier
spaghetti
special
squirrel
straight
though
thorough
through
tongue
truly
unusual
vacuum
violence
yacht

(Instructor gives class ten words to spell selected from the previous list.)

1.	6.
2.	7.
3.	8.
4.	9.
5.	10.

Spelling Suggestions

- Learn common spelling rules.
- Study lists of misspelled words, and practice writing/typing them correctly.
- Be attentive to words that have five or more letters.
- Watch for words that are *always* spelled as one word: *cannot, nobody, somebody, somewhat, wherever, and worthwhile.*
- Watch for words that are always spelled as two word: *a lot, in spite,* and *all right.*
- Watch for words that have two acceptable spellings. Choose the preferred spelling--which is always listed first in the dictionary.
- Read copy from right to left.
- Ask the writer if you are not sure of a word.
- Read aloud or touch each word to slow you down.
- Always use the spellcheck feature on the word processing system, but do not rely on it.
- Always use a spelling dictionary, a dictionary, or a thesaurus when unsure of a word.

KEYS:

- Place a ruler below the line you are reading to avoid skipping words.

SPELLING LOOK-ALIKES

accept	to receive or take willingly (verb)
except	not including (verb) all but (conjunction)
advice	recommendation, counsel, words of wisdom (noun) (Trick: I give nice advice.)
advise	to recommend or suggest (verb)
affect	to influence or change (verb) (Trick: Affect has an "a" and change has an "a.")
effect	the influence, the result (noun)
hear	to listen to (verb) (Trick: I hear with my ear.)
here	in this place (adverb) (Trick: "Here," "where," and "there" are all place words.)
its	belonging to it (pronoun)
it's	contraction for "it is" or "it has"
loose	untied; out of a cage (adjective) (Trick: a loose moose)
lose	to misplace; to fail; to be unable to find (verb)
no	not any (adverb, adjective)
know	to understand; to be acquainted with (verb) (Trick: What I know is knowledge.)
passed	past tense of the verb "to pass"
past	over, gone by (adjective) a time gone by (noun) by, beyond (preposition)
quiet	not noisy (adjective) a lack of noise (noun)
quite	very, extremely (adjective)
quit	to stop (verb)

than	used to compare two or more things (conjunction)
then	next; at the time (adverb) (Trick: When? Then.)
their	belonging to them (pronoun) (Trick: He is their heir.)
there	in that place (adverb)
they're	contraction for "they are"
to	in the direction of (preposition)
too	also, overly (adverb)
wear	to have on (such as clothes) (verb)
we're	contraction for "we are"
where	in what place; in the place (adverb)
weather	atmospheric conditions (noun) (Trick: rainy weather - both words have an "a")
whether	shows a choice between two possibilities; if (conjunction) (Trick: Where to go? Whether to go? -both words begin with "wh")
who's	contraction for "who is" or "who has"
whose	belonging to what person (pronoun)
your	belonging to you (pronoun)
you're	contraction for "you are"

Frequently Misused Words

Affect/Effect

Affect--(verb) to influence change
Bad weather reports may affect attendance at the concert.
Effect--(noun) impression, results
Global warming is having an increasingly strong effect on our lives.
(verb) to cause
It has effected a change in the way we view our future.

Among/Between

Among--used for more than two
He divided the money among his three sons.
Between--used in connection with two persons or things.
He divided the money between his two sons.

Continual/Continuous

Continual--action that occurs with pauses and intermissions
The copier continually breaks down.
Continuous--action that occurs without pauses
The roar of the waterfall was continuous.

Disinterested/Uninterested

Disinterested--impaired, showing no preferences or prejudice
To serve on a jury, you must be a disinterested party.
Uninterested--bored or lacking interest
He was uninterested in the results of the meeting.

Eager/Anxious

Eager--fervent, enthusiastic
I am eager for news about my job promotion.
Anxious--full of anxiety or worry due to apprehension
Her friends were anxious about her poor health.

Farther/Further

Farther--refers to physical distance
We will travel no farther tonight.
Further--refers to degree or extent
Let's pursue this matter further.

Imply/Infer

Imply--to throw out a hint or suggestion
She implied by her manner that she was unhappy.
Infer--to take in a hint or suggestion
I inferred from her manner that she was unhappy.

Lay/Lie

Lay--to put or place something
Please lay your report on the desk.
Lie--to rest or recline
The sick child was told to lie down.

Less/Fewer

Less--used for quantities
The amount of money in my account is less than it was last month.
Fewer--used for individual units, numbers
He will need to make fewer mistakes in his report.

Stationary/Stationery

Stationary--still, fixed
The computer terminal is stationary.
Stationery--letter paper
Please order more stationery for the office.

Student Activity 7A

Correct all the misspelled words in the following memo.

MEMO

DATE: August 15, 19XX

TO: Joan McCall
Bo Jackson

FROM: Steve Ackerman

RE: August 20 meeting schedule change

Tuesday's meeting with Cheif Executive Officer David Sullivan from Graham Industries has been changed to Thursday, Augsut 23. The time is still set for 9 a.m. in the confrence room.

Please note this change on your calendar to insure your attendance, as this is our anual middle-of-the-year reveiw/planning meeting.

I hope this doesn't dissrupt or negatively effect your schedules. Please let me know immediately if their is a problem.

Student Activity 7B

Choose the Right Word

1. What did the boss (imply/infer) from your report?
2. The copier (continually/continuously) runs out of paper.
3. As a/an (disinterested/uninterested) member, he can provide an objective decision.
4. How will the decision to streamline operations (affect/effect) the work force?
5. Just (among/between) the three of us, what do you think about the proposal?
6. We are (eager/anxious) to receive reimbursement for our expenses.
7. Do you feel that one department gets (farther/further) in accomplishing its goals than the other?
8. When you are finished with the memo, please (lay/lie) it on my desk.
9. Bring (less/fewer) doughnuts for next week's meeting.
10. When you order (stationary/stationery) for the computer, use the telephone by the (stationary/stationery) terminal.

Student Activity 7C

Choose the correct word.

1. His parents agreed to (insure, assure) the teenager's car.

2. The easy chair in my den is always a welcome (cite, sight) after a long day at the office.

3. We limit the number of programs we present to (ensure, insure) our success.

4. In (to, two, too) weeks, my boss will go (two, too, to) Hawaii for a management conference. Next year, I'll get to go (to, too, two).

5. He (complemented, complimented) her on her remarkable achievements.

6. The workers were asked to leave the (sight, cite, site).

7. Our new line of training products will (compliment, complement) our other services well.

8. She will be going to the meeting (to, too).

9. The addition of the new staff is (they're, their, there) decision; however, I think (there, they're, their) correct in considering it.

10. The insurance company noted an error in (it's, its) policy.

11. Just (between, among) you and me, I think that communication (between, among) the finance, marketing and personnel departments is extremely poor.

12. (Irregardless, Regardless) of his reasons, allowing the project to go unfinished was irresponsible.

13. I am aware that we will have (less, fewer) employees next year, but that doesn't necessarily mean we'll have (less, fewer) work assignments.

14. Your answers need to be (alright, all right).

15. He was the one (that, which) was most affected by the closing of the private school.

Module 8 - Capitalization

Objectives

1. To familiarize students with some basic rules of capitalization.
2. To give students practice with some basic rules concerning the use of figures and words.

Procedures

1. As class, students will discuss concepts.
2. Individually, students will read sentences.
3. Individually, students will rewrite sentences.
4. As class, students will discuss corrected sentences.

Proofing for Capitalization Errors

• Capitalize all official titles of honor and respect when they precede personal names.

Mr. Jack Moore
President Jane Myers

Do not capitalize such titles when the personal name that follows is set off by commas.

Instead of: Yesterday, the president, Jane Myers, spoke to the staff.
Use: Yesterday, President Jane Myers spoke to the staff.

In general, do not capitalize position titles when they follow a personal name or are used in place of a personal name. Exceptions are made for dignitaries and high-ranking officials.

Jane Myers, president of Zen Computers, addressed the staff about the relocation plans.
The Lieutenant Governor

• Capitalize titles.

First, last, and all principal words of books, plays, and television programs are capitalized.

Articles, conjunctions, and short prepositions are not capitalized unless they begin the title. Prepositions are capitalized if they consist of five or more letters or if they're the first or last word of a title or heading.

Robert Ludlum is the author of *The Bourne Identity*.
I saw the Broadway production of *Fiddler on the Roof* several years ago.
Going Through Changes opens tonight.

• Capitalize both the full names and the shortened names of government agencies, bureaus, departments, services, etc.

We must send the form to the Treasury Department.

When referring to departments within your own company, capitalize; do not capitalize departments in other people's companies.

Our Accounting Department has been relocated.
Please forward my request to your personnel department.

- Capitalize all academic degrees following a name, whether abbreviated or written out.

Patrick Davis, Ph.D.
Nancy Thurber, Master of Arts

- Capitalize abbreviations if the words they stand for are capitalized.

I made the check out to IRS.

- Capitalize all academic titles and religious titles such as Doctor, Professor, Dean, and Bishop when preceding a name.

Professor Blake
Dean Mary Wright

However, do not capitalize academic and religious titles when they stand alone.

The professor asked for a new assistant.

- Capitalize trade names (but not the product type).

Xerox copier
Kodak film

- Capitalize official names of buildings, streets, and other public places.

Sheraton Hotel
Yellowstone National Park
Park Avenue
Route 66

• Capitalize family members and specific classes.

Mom, Dad, Grandpa Bob
Class of '81

• Do not capitalize compass points. You may write A.M. or P.M. with capital letters or lower case letters, with or without periods. Be consistent throughout your document.

The meeting will start at 10 a.m.
The park is south of the highway.

• Capitalize geographical areas

Our cousins live on the West Coast.
Next year we will travel to the Far East.

• Do not capitalize the seasons of the year unless they are portrayed as persons.

The fall is a particularly beautiful time of year.
No one can predict the whims of Mother Nature.

• Capitalize most nouns followed by numbers except for common nouns such as sentence, page, paragraph, line, and size.

Chapter 5	Route 95	Flight 1022
BUT		
page 6	paragraph 2	size 10

• Capitalize names of specific course titles but not areas of study (except for proper nouns or adjectives).

Keyboarding I	Intermediate Painting	American History
BUT		
word processing	sociology	math review

Student Activity 8A

Make the appropriate capitalization changes.

1. The supervisor of this department is mr. smith.
2. The guest speaker, dr. Peter Willis, chairman, will arrive at 9 P. M.
3. The first draft of the report is due friday, december 1.
4. Payments for state withholding taxes are sent to the California state department of taxation.
5. We are planning on staying at the hilton hotel, 87 fifth avenue, while in new york.
6. I just finished watching "60 minutes" on channel 10.
7. We are planning to see the painted desert when we travel to the west coast next spring for the conference.
8. Please order scotch tape and 3m post-it notes for the finance department.
9. His office is located at 21 Madison street.
10. Susan works for the mayor of the city of phoenix.

Figures vs. Words

EXPRESS AS WORDS	EXAMPLE
Numbers from one to ten	One, two, three
Exact amounts when they begin a sentence	Thirty companies
Smaller of two numbers when used together	Two 8-file cabinets, 35 ten-file cabinets
Street number of ten and under and house/building numbers	1738 Fourth Avenue One Main Street
Approximate amounts and fractions	Over forty-five attendees Four fifths
Ordinal numbers in running text	The fourteenth employee
Time if the word "o'clock" is meant	She left at five.

EXPRESS AS FIGURES	EXAMPLE
Numbers 11 and above	22, 55, 330
Dates and time (except in formal writing)	We started at 9:30 a.m. on June 1.
Dimensions and weights	The room is 15 x 20 feet.
Street numbers over ten and all houses/building numbers except one	1052 North Charles Street
Dates in business letters	November 7, 1994
Numbers following nouns such as page, chapter, paragraph, and rule	Rule 9, page 16
Amounts of money (add a decimal point and zeros only when listing in a column)	$60, $62. 50, $134
Percentages and decimals	9 percent, 4.3 hours

Module 9 - Writing Letters

Objectives

1. To familiarize students with correct format of letters.
2. To provide students with practice in writing letters.

Procedures

1. As class, students will review correct semi-block format of letter writing.
2. Individually, students will read letters provided.
3. Individually, students will rewrite letters.
4. As class, students will share rewritten letters aloud.

Proofreading Formats

LETTERHEAD

_____(1)

_____(2)
_____
_____
_____(3)

_____(4)

_____
_____
_____. (5)

_____
_____
_____. (5)

_____(6)

_____(7)

___: ____(8)
_____(9)

1 Date (two spaces below letterhead, approx. 4 inches over from left margin
2 Inside address (four spaces below date, at left margin)
3 Reference line (begins at left margin)
4 Salutation (two spaces below reference line, at left margin)
5 Message (each paragraph is indented five spaces)
6 Complimentary closing (begins at approx. 4 inches over from left margin)
7 Writer's Identification (four spaces below closing)
8 Reference Initials (two spaces after writer's identification, at left margin. Type originator's initials, then a colon, then typist's initials)
9 Notation (Enclosure, cc:, etc.; directly under reference initials)

Student Activity 9A
(Good short letter)

November 19, 1995

James R. Patterson
ABC Office Supplies
1315 West Broadway
Columbia, MO 65203

Dear Mr. Patterson:

On October 12, 1994, I placed an order for three laser printer toner cartridges from ABC Office Supplies. Unfortunately, your company sent thirty cartridges instead. Because the delivery driver, Bob Smithers, was not authorized to alter the order, we sent the entire order back with him.

We still need our three cartridges and would like them sent immediately. We are enclosing the incorrect invoice for $3000.

Please look into this matter as soon as you can.

Sincerely,

Joan Whitehead

Keys

- Use appropriate margins for memoranda.
- Make sure format is appropriate and consistent.
- Make sure document is placed properly on page so as to give the document proper "balance. "
- If a letter/document is not lengthy, compensate by lowering the top margin, and possibly making the left and right margins smaller (provided it does not affect the acceptability of the document).
- Never leave one sentence of a paragraph alone either at the top or the bottom of a page.
- Never begin a page with a signature line. There must always be at least two lines of text on the page.

Student Activity 9B

(You will find a better version of this memo in the answers.)

December 2 1994

Mr. Paul Hecht
5 Light Street
Baltimore, MD 21201

Re: Investment in Allstate

Dear Paul:

Regarding all the the many investments we spoke about on November 3,1994 only allstate, Acucomp and Merrick, Inc. have reported 1993 sales I have been unable ot find reproted sales for any other companys.

I know that you have been very impressed with Allstates performance in the previous 3 quarters. The company is considred to be one of the leading petroleum companies on teh east coast. The Wall Street Journal, inan article dates November 29, stated "Allstate has proven itself to be competitive and solid". I am enclosing a copy of the article for your information.

When we met on Tuesday, December 14, we will take closer look at all of the companies we are considering as investment possibilities. I am anxious to get together to formula our best most profitable course of action.

Very truly yours,

John L. Thompson

JLT: del

Student Activity 9C

MEMO

(You will find a better version of this memo in the answers.)

DATE: April 14, 1994

TO: Joseph Masters, Marketing Supervisor
Laura McKellington, Senior Creative Analysts

FROM: Robert Donnelly, chiarman of the Board

RE: Invoice payment policy changes

In trhursday's executive committee meeting, several policies were discussed and two were changed. John Gibson and Marlene Mathers, Vice president of Marketing and Fiscal Operations, noted several problems stemming from our companie current policies regarding payment of invoices for graphic services. The two most criticle problems noted was the payment of invoices for services that had not yet been received and failure to get fiscal office approve for large expenditures.

In order to insure proper payment of invoices and proper approval of large expenditures, committee recommended that the following two policies be adopted:

1. Invoices are to be initially directed to Marlene Mather office for approval and then forwarded to the fiscal office no later than three days following date of receipt of services; and

2. A purchase order must be prove by the fiscal office for all graphic service expenditures exceeding $500 prior to the contracting of such services.

If you have any questions, please feel free to contact me.

Module 10 - Post-Test

Objectives

1. To test students' knowledge of material presented in course.

Procedures

1. Individually, students will read letter provided.
2. Individually, students will circle errors.
3. As a class, students will discuss errors and corrections in letter.
4. Individually, students will rewrite sentences.
5. As a class, students will review corrected sentences.
6. Individually, students will analyze memo.
7. Individually, students will rewrite memo.
8. As a class, students will review corrected memo.

Post-Test
Student Activity 10A

The following sentences have words or phrases that could be omitted without affecting meaning. Rewrite the sentences eliminating outdated, awkward and unnecessary words.

1. In accordance with your request as to my intentions with regard to attendance at the November 21 grand opening, as made in your recent invitation, I would like to extend my most sincere appreciation of your invitation, but must regretfully decline as I am otherwise engaged on the evening of your grand opening.

2. I can hardly express my displeasure of the prospect of going to visit my dentist for the routine examination of my teeth which I do twice each year.

3. Upon looking over all of the potential ways this situation could possibly be handled, I have come to the decision that the best decision we could make would be to select the second firm to be responsible for heading up the project.

4. Enclosed please find the manuscript that you asked we send to you.

5. In about two weeks' time, we will receive his strictly accurate report.

Student Activity 10B

Rewrite each of the following sentences eliminating outdated expressions and unnecessary words.

1. Please indicate which option you would like to select as your response and return your response in the enclosed envelope.

2. Upon receipt of your payment, your order will be processed.

3. It has recently been brought to my attention that our supply of notebooks has been entirely depleted, so I will place an order for more notebooks today.

4. Andrew talked about his past experiences.

5. In accordance with the directions of the president, the meeting will commence promptly at 3 a.m.

6. In the event that it snow, we will not hold the meeting.

7. In order to avoid paying a penalty, she stood in line at the Department of Revenue for two hours.

Appendix A: Glossary of Terms

Adjective: A modifier that describes nouns, for example: **three** pages, **blue** folder, **competent** manager

Adverb: A modifier that describes verbs, adjectives, and other adverbs, for examples: type **quickly**, change occurred **slowly**

Antecedent: A noun to which a pronoun refers, for example: **Mary** paid her fee on Monday, so she owed nothing else.

Clause: A group of related words that contain a subject and a predicate. An independent clause expresses a complete thought and can stand alone as a sentence. A dependent clause does not express a complete thought and cannot stand alone as a sentence.

Conjunction: A connecting word, for example: **and, or, but, neither, nor**

Interjection: An expression of exclamation, for example: **Wow! Help!**

Modifier: A word, clause, or phrase that defines the meaning of a word. Adjectives and adverbs are examples of modifiers.

Noun: Person, place, thing, object, idea, for example: **computer, secretary, Ms. Jackson, office, honesty, air**

Object: A noun, pronoun or clause which follows and receives the action of the verb. Ask "what" or "whom" following the verb to determine the object, for example: We purchased a **microcomputer.**

Preposition: A function word that shows relationship, for example: **to, at, by, for, on**

Pronoun: A word taking the place of a noun, for example: **I, she, him, we, them**

Sentence: A group of words containing a subject and verb (predicate) that states a complete thought.

Subject: A fundamental element in a sentence which may express who is the person speaking, who is the person spoken to, or which person or thing is spoken about, for example: **The financial analyst examined the report.**

Verb: A word expressing action, condition, or state of being, for example: I **write**, she **is**, he **thinks**, we **do**, they **laughed**

Appendix B Pronouns

Pronouns are one of the eight parts of speech; they take the place of nouns in sentences. The three forms of pronouns are (1) nominative, (2) objective, and (3) possessive.

(1) Nominative pronouns function as the subjects in sentences. They are the "naming" pronouns.

(2) Objective pronouns function as objects in sentences or objects of preposition.

(3) Possessive pronouns show ownership. Unlike other possessive words, possessive pronouns are never formed with an apostrophe.

Review this chart of pronouns.

Nominative	I	he	she	we	they	who	you	it
Objective	me	him	her	us	them	whom	you	it
Possessive	my mine	his	her hers	our ours	their theirs	whose	your yours	its

Grammar Review Answers

By
Ellen Blumner

Port of Baltimore Workplace Skills
Development Project

Answers 1A - Pretest

Cross out the answers which are **wrong.**

1. The marketing director returned to her office, she had forgotten the agenda for the meeting.

   c. Comma splice - replace comma with a semicolon

2. Each of the programmers____ten or more years of service with our organization.
   a. has

3. Mr. Preston, a capable and qualified supervisor, is the candidate_____most of the employees support.

   a. whom

4. The secretary prepared the report and it was distributed to the officers.

   b. report, and it

5. Why didn't you mark this private?

   a. this "Private"?

6. The disinterested/uninterested employee neglected to report the copy machine as it continually/continuously broke down.

   c. uninterested/continually

7. Last friday he quit the job he's had all fall and moved to the east.

   b. Last Friday he quit the job he had had all fall and moved to the East.

8. **Biginning** tomorrow we will make recommendation to **guarrantee** that all equipment be invoiced and **shiped immedeately**.

   d. 4 words are misspelled

9. One of the video tapes that _____with warehouse safety is being delivered at 3 p.m.

   a. deal

10. The proofreading mark for "insert space" is #.

Answers 1B

Proofreading for Keyboard Errors

The most common error you'll find when proofreading is the typographical error ("typo"). A typo is when you see a word correctly but type it incorrectly, usually making a one-letter or one-digit mistake, or transposing or omitting letters or numbers.

For extra letters, figures, words, sentences, or spaces, use the following proofreaders' marks:

delete, omit

cross out a mistake, write the correct letter above

close up the space, write as one word

Exercise: Correct the following, using the appropriate symbols:

1. **Manage ment skills can be improved by observing good rol models.**
2. **Training will nhance you re promottability.**

When copy is omitted, use the following proofreaders' marks:

insert copy

add a space

Exercise: Correct the following, using the appropriate symbols:

3. **The conference started late because everybody was affected by traffic jam.**
4. **The purpose of the meeting was to deside a new computr system.**

When a transpositional error occurs, use the following proofreaders' marks:

transpose/reverse the order

Exercise: Correct the following, using the appropriate symbols:

5. **Tom registered for the conference Friday last.**
6. **Proofreaders must pay attention to detail.**

Answers 1C
Proofreading for Character Accuracy

Compare the addresses in the right and left columns below. In the right column, circle the differences you find.

Dr. Paul Dorset 170 S. Mountainview Reno, NV 86102	Dr. Paul Dorset 170 S. Mountain View Reno, NV 86002
Ms. Susan Young Room 104 Montessori Hotel New York, NY 10007	Ms. Susan Young Room 103 Montessori Motel New York, NJ 10007
Joseph Poston, Esq. 6540 South Street Glen view, IL 31307	Joseph Poston, Esquire 6450 South Street Glenview, IL 31307
Mr. Edward Anthony Fraser P.O. Box 4172 Grand Rapids, MN 41219	Mr. Edward Anthony Frazer P.O. 4172 Grand Rapids, MINN 41229
Mr. Steven Peterson Apt. 101 6993 Boulder Dr. . Gainesville, FL 72914	Mr. Stephen Petersen Apt. 101 6393 Boulder Rd. Gainesville, FLA 72214

KEYS:

- Proofread important or technical material at least twice. If proofing on the computer screen, slowly pull your document down line by line on the first reading.
- Read numbers digit by digit.
- Use a partner to proof quoted material or numbers.
- Examine numbers and totals. Recalculate the totals to be sure they are correct. Use a straight edge to examine decimal point location and to make sure the columns are aligned.

Answers 1D

Proofing for Errors

Better Version of Letter

Dear Mrs. Kelley:

We received your letter describing the difficulty you had in obtaining the forms needed to register your company on our approved vendor list. I apologize for any difficulties you encountered. Our peak telephone usage occurs around 3:00 p.m., and it is sometimes difficult for us to process calls at that hour. However, it is never our intention to in any way inconvenience our vendors.

I am sending you the forms you have requested. After you complete these two forms, you will be assigned a vendor number entitling you to bid on all of the public offerings posted in the Bulletin on the tenth of each month.

I am looking forward to doing business with you. If I can answer any questions, please call me at the number below.

Sincerely,

Laura Peterson

Answers 2B

Each of the following sentences contains misplaced words and/or unclear phrases. In the space provided, rewrite each of the sentences correctly. There may be several correct answers.

1. David knew a consultant with an expertise in that area named Norma Carlton.

   David knew a consultant named Norma Carlton with an expertise in that area.

2. Joyce put the shoes on her feet that she had just bought.

   Joyce put on her feet the shoes that she had just bought.

3. Amanda was an intern for the advertising agency during her summer vacations in the direct mail department.

   During her summer vacations, Amanda was an intern in the direct mail department for the advertising agency.

4. The employees listened in the conference room to the speaker.

   In the conference room, the employees listened to the speaker.

5. Marilyn bought the neighbor's car who later became her husband.

   Marilyn bought the car of the neighbor who later became her husband.

6. The teenage girl ran into me riding her bicycle.

   Riding her bicycle, the teenage girl ran into me.

7. Coming onto the interstate the truck almost ran into my car.

   As I was coming onto the interstate, the truck almost ran into my car.

8. Joshua looked for the report in the desk drawer that he couldn't find.

   Joshua looked in the desk drawer for the report he couldn't find.

9. The personnel director went back to his office to tell his employees about the policies which were adopted after the meeting.

After the meeting, the personnel director went back to his office to tell his employees about the policies which were adopted.

10. Michael only ate a small bowl of soup.

Michael ate only a small bowl of soup.

Answers 2C

A. Revise the sentences to eliminate the dangling modifiers.

1. If caught with drugs on the job, we will take disciplinary action.

   If employees are caught with drugs on the job, we will take disciplinary action.

2. After driving for three hours, a break is required.

   After driving for three hours, we needed a break.

3. With every step upward, the pine trees became sparser.

   As we progressed upward step by step, the pine trees became sparser.

4. After a long and tiring day at the office, the fish tank is relaxing.

   After a long and tiring day at the office, I find the fish tank relaxing.

5. As one of our favored customers, we're concerned about the two unanswered letters.

   As you are one of our favored customers, we're concerned about two unanswered letters.

6. By working all night, the report was completed for the 9 A.M. meeting.

   By working all night, we completed the report for the 9 A.M. meeting.

7. After spending four hours filling out the insurance claims for the damaged merchandise, the claim was misplaced.

   After spending four hours filling out the insurance claims for the damaged merchandise, we misplaced the claim.

8. While traveling to our branch office in Georgia, the plane developed engine problems.

While we were traveling to our branch office in Georgia, the plane developed engine problems.

9. By depositing the day's receipts after work, accounts receivable can be updated the following morning.

By depositing the day's receipts after work, we can update accounts receivable the following morning.

10. After working hard for five years, the promotion is deserved.

After working hard for five years, I deserve a promotion.

11. After plowing for 40 minutes, the rear-wheel gears started grinding.

After we plowed for 40 minutes, the rear-wheel gears started grinding.

B. Revise these sentences to make them more readable.

1. Please consider my application for a marketing supervisor at your firm.

   Please consider my application for a position as marketing supervisor at your firm.

2. I have to find the total costs of living in Texas as compared to Oklahoma.

   I have to find the total costs of living in Texas as compared to those in Oklahoma.

3. Sexual harassment is a problem that 70 to 80 percent of working women face, most often occurring in small companies.

   Sexual harassment, a problem faced by 70 to 80 percent of working women, occurs most often in small companies.

4. All ad campaigns are directed by the company's home office in Chicago, and other promotional strategies.

   All ad campaigns and other promotional strategies are directed by the company's home office in Chicago.

5. Popular singers decided to make a record to donate to the starving people in Africa.

   Popular singers decided to make a record and to donate the proceeds to the starving people in Africa.

C. Revise these sentences to eliminate misplaced modifiers.

1. Carburetors are basically the same, so when you know how rebuild one you can almost fix all of them.

   Carburetors are basically the same, so when you know how to rebuild one, you can fix almost all of them.

2. I bought an IBM-compatible computer at the Plaza Mall that cost only $1350.

   At the Plaza Mall I bought an IBM-compatible computer that costs only $1350.

3. In the 1950s, couples went through a courtship period in which the man would date only one woman, termed going steady.

   In the 1950s, couples went through a courtship period termed going steady in which the man would date only one woman.

4. Because of the number of deaths that resulted from heart disease the Public Health Service began a long-term study of a typical American community, which it started right after World War II.

   Because of the number of deaths that resulted from heart disease immediately after World War II, the Public Health Service began a long-term study of a typical American community.

5. Our riding stable closes when the ground freezes for the safety of both horses and riders.

   For the safety of both horses and riders, our riding stable closes when the ground freezes.

D. Revise the following sentences.

1. Answering the telephone, the cat ran out the open door.

   As I was answering the telephone, the cat ran out the open door.

2. After completing the student financial aid application form, the Financial Aid Office will forward it to the appropriate state agency.

   After students complete the financial aid application form, the Financial Aid Office will forward it to the appropriate state agency.

3. While walking, a cold chill ran through my body.

   While I was walking, a cold chill ran through my body.

4. After a night of worry, the lights came on.

   After we worried all night, the lights came on.

5. Impurities have entered our bodies by eating chemically processed foods.

   Impurities have entered our bodies because we eat chemically processed foods.

6. By planting different varieties of crops, the pests were unable to adapt.

   Because we planted different varieties of crops, the pests were unable to adapt.

7. He read a report on the use of nonchemical pesticides in our conference room.

   In our conference room, he read a report on the use of nonchemical pesticides.

8. The new apprentice is enthusiastic, skilled, and you can depend on her.

   The new apprentice is enthusiastic, skilled, and dependable.

9. In his new job he felt lonely and without a friend.

In his new job he felt lonely.

10. She plans to study all this month and on scoring well in her licensing examination.

She plans to study all this month and to score well in her licensing examination.

11. She sleeps well and jogs daily, as well as eating high-protein foods.

She sleeps well, jogs daily, and eats high-protein foods.

Answers 2D

Indicate whether each of the following is a complete sentence (S) or a fragment (F) by writing F or S in front of the number.

F 1. Whether he decides to go to the meeting or not.

S 2. Regardless to whom the letter is directed, it should be free of errors.

F 3. Having known him for a very long time, I suppose if we accepted his proposal.

S 4. It is finished.

F 5. He didn't suspect that the office was preparing a reception honoring him and so he when he left the country to go to Germany.

F 6. I suppose we could go there, but I think that if we do.

S 7. Different people are motivated by different things; I don't know what motivates him.

F 8. In the beginning we were just a small organization, but as time has passed.

S 9. Time will tell if the decisions that were made at today's meeting were correct.

S 10. Writers who care about their work pay close attention to their grammar.

F 11. If I wasn't afraid of what my supervisor might say.

S 12. Despite what Margaret says, there isn't anyone around who could type that report in two hours.

F 13. Regardless of how you choose to handle the matter.

S 14. Yes, I do believe that I will attend.

S 15. It just isn't fair that everyone is going to the conference, leaving you here all alone with no help.

Answers 3B

Choose the correct word.

1. Neither John nor Gary **understands** how to solve the problem.

2. Each day's sales figures **are** carefully analyzed.

3. Mrs. Finch, **whom** we met last week at the reception, is coming here at noon to discuss the merger.

4. There **are** numerous opportunities for employment here.

5. By having your employees schedule meetings, you provide them with the opportunity to organize **their** thoughts ahead of time.

6. In **his** reports, John is always using obscure language, which the staff usually doesn't understand.

7. **Do** all of the members of your department understand the policy?

8. Business writers who do not know their subject **are** not going to be successful communicators.

9. Supervisors should set personal deadlines for **themselves** for various projects.

10. She is the accountant **who** made that decision.

11. Fifty dollars **is** too much to pay for that calculator.

12. Everyone in the meeting **expects** to see something impressive.

13. Children **have** no place in a business environment.

14. A manager and **his** employees should be willing to accept responsibility for **their** actions.

15. Good writers **plan** what they want to say before they write anything.

16. The computer programmer, **who** is a talented woman, is due for a promotion.

17. Both the secretary and the treasurer **were** asked to resign.

19. Some departments assume credit for items for which **they** were not responsible.

20. Each of the reports **contains** useful information.

21. In most businesses, the person for **whom** a memo **is** written **is** not always the only person who actually **reads** it.

22. Everyone should learn to accept things that **he** cannot change.

23. These statistics **are** not necessarily useful to us.

24. Good delegation skills **are** essential to good management.

25. A grammar reference guide **is** an important item for business writers to own.

Answers 3C

Choose the correct word.

1. Not one of the reports **was** tabulated by hand.

2. One of the reasons Bob Jenkins is such a strong writer is that **he** makes **his** business writing conversational.

3. Neither Karen nor her employee **knows** how to use the software.

4. The speaker **who** stares off into space or keeps his eyes on the floor will not be appreciated by **his** audience.

5. Many business writers tend to overuse dashes in **their** work.

6. Every one of the sales representatives **has** sold eight programs.

7. In writing, two short sentences **are** often better than one.

8. Either John or his assistant **is** planning to attend the workshop.

9. The memos from the bookkeeping supervisors would be much more effective if **they** would learn to organize **their** ideas.

10. Neither Mr. Jenkins nor Mr. Banker wanted **his** department to participate in the time-consuming program.

11. The finance, marketing and purchasing departments **have** each met this year's productivity goals.

12. **Who** do you think should be assigned to write the report?

13. She is a terrific business writer **who** never uses a phrase in **her** work when a word will do.

14. The existence of stress in the department **hinders** its ability to perform well.

15. Women often enjoy this program, as it has been designed to meet **their** needs.

16. When a choice **is** available, choose concrete rather than abstract words in your business writing.

17. Marcie and Robert **live** close to the company warehouse.

18. Mr. Jenkins, **who** plans to go to the corporate office soon, is selling his house.

19. Mary and her sisters **are** going to arrive on Friday.

20. Neither Dr. Samuels nor Dr. Jenkins **spends** much time at the office.

21. Michael thinks that using jargon makes **his** letters sound more professional, but since few of us understand these words, **his** memos just don't make sense.

22. Assign the task to **whoever** is best qualified.

23. Statistics **support** our position on this matter.

24. A writer **needs** to know his audience before he begins to write anything.

25. The faculty will decide whether **they** will include that topic in the program.

Answers 4A

1 ~~It has been decided by t~~ The management of Zen Computers **has decided** to
2 implement some changes in **its** organization.
3
4 The reorganization **is** necessary because our customers **are** changing,
5 competition **has** increased, and the economy **is** slow.
6
7 All departments **are** expected to cut budgets by 30 percent, and each
8 district manager**s** **is** expected to move his department to the Albany
9 office.
10
11 Walking through the office, ~~my attention is drawn to~~ **I noticed** the positive team
12 spirit. Please don't let this news change **a** thing.
13
14 These arrangements were ~~just~~ made by management **just** last week, so details
15 still **have** to be finalized. The president will speak directly to you
16 next week, but if there **are** any questions, please address them to **me.**
17 ~~myself~~. I will speak to ~~whomever have~~ **whoever has** concerns.

Answers 4B

Choose the correct word.

1. Jacob and Gerald went to a workshop where **they** learned about ways to reduce stress.

2. Each employee should direct **his** questions to **whoever** he feels is best qualified to answer them.

3. The Board of Directors **has** ordered development of new international marketing policies.

4. These **are** the tasks you will perform.

5. The assistant or the intern **is** responsible for sorting the mail.

6. An employee should know how **his** managers evaluate **his** performance.

7. Neither marketing nor advertising **believes** sales will increase by that much.

8. Good proofreading skills **are** essential to assuring clarity and accuracy in business writing.

9. Michael, William and James will all help make sure that the sale **goes** as planned.

10. Most employees are rated on how **they** do **their** job.

11. Michael Olson is the one **who** is the best writer.

12. By delegating details, a manager **makes** efficient use of company time.

13. Writing that **is** difficult to read **is** not good writing.

14. Nobody **wants** to admit making this costly error.

15. Writers must communicate clearly in **their** work, or else **their** message will not be understood.

16. Each member of the various departments **is** responsible for the company's success.

17. Neither sales nor accounting personnel **are** permitted to leave early.

18. Either cookies or cake **has** to be served at the president's reception.

19. Good writers vary **their** sentence structure to keep **their** readers' interest.

20. Neither Jane nor Jim **understands** that excessive use of prepositions can make business letters less effective.

21. The department with the most employees **is** going to benefit most from the new policies.

22. Business professionals should use short words in **their** communications.

23. The ability to prioritize tasks **is** crucial if you hope to succeed in business.

24. **Whom** do you want to make the presentation?

25. Neither the programmers nor the supervisor **agrees** with that approach.

Answers 4C

A. Choose the correct form - *who, whom, or whose* - and write it in the space provided.

1. Vance Lovejoy is the attorney _whom_ we met at the party.
2. Edna Boulanger, _who_ lives in Denver, is Vance's partner.
3. I asked George _who_ would answer his calls during vacation.
4. Everyone _whose_ car is parked on the street will be arrested.
5. Anyone _who_ complains will be fired.
6. Someone asked us _who_ owned the red Jaguar.
7. Tillie Treekle, _who_ sings in the chorus, lost her voice.
8. Charles Waterford, for _whom_ many people will vote in the next election, is called Clew by his friends.
9. Greta Grunwald, _who_ is the incumbent governor, was the first speaker at the banquet.
10. He asked me _who_ had bought the old house.

B. Choose the correct pronoun - *whoever* or *whomever* - and write it in the blank.

1. _Whomever_ you saw was not wearing a mask, was he?
2. _Whoever_ it was left before I could speak to him.
3. _Whoever_ called didn't give her name.
4. I will speak to _whoever_ answers the phone.
5. Let me speak to _whomever_ the chairman has nominated.
6. These books will be interesting to _whoever_ likes a good mystery.
7. I offered my help to _whoever_ needed it.

8. Whomever I visit will receive a large rose.

9. Whomever we promote will receive a large raise.

10. Whoever gets the job will receive a large raise.

11. I sent a response to whoever wrote the letter.

12. Hank offered a ride to whoever was going toward the library.

13. We always reward whoever provides good service.

14. We will be pleased to see whomever you send.

15. Mrs. Kensington usually helps whoever is doing that report.

Answers 4D

Choose the correct form from the choices in parentheses and write it in the space provided.

1. I asked George and **her** to close the files on the Comstock case.
2. We visited several cities; **that experience** was very exciting.
3. **Whom** did you see at the convention?
4. Irene Evans, **whom** you may remember, will be in charge of the new office.
5. **We** employees want more time off.
6. **Whoever** buys that house will have to make repairs.
7. Everyone in this department will have to park **his or her** car on the street tomorrow.
8. One of the kittens caught **its** paw in the screen.
9. Marilyn is one of the women who write letters to **their** friends.
10. **Every one** of the students attended the seminar.
11. **Who's** going to take the minutes of the meeting?
12. **Whomever** the committee nominates will be elected.
13. Betty MacRae, **who** will return from London next week, can explain the formula to you.
14. Brenda and **he** have worked out the new system.
15. The furnace needs to be repaired; **this expense** was not in our budget.
16. **Whose** idea was it to open the windows?
17. Send the report to Mr. Whitney or **me**.

18. I want to talk to the man **who** sent me this report.

19. Bella hired a new agency **that** was highly recommended.

20. The director asked Leonora and **him** to work overtime.

21. The committee **that** takes office next week will serve until April.

22. **Everyone** in the class is present.

23. Hiram is one of the men who sent **their** reports on time.

24. We will mail the contracts to Mrs. Huffman or **you**.

25. **Who** do you think will be the winner?

Answers 4E

A. Write the correct form - *who or whom* - in the space provided.

1. Mr. Minton is a person **whom** you can trust.
2. The only people **whom** I believe are the clowns.
3. Beverly Whiteside is someone **who** I think will succeed.
4. Everyone **who** tries this new recipe is sure to love it.
5. Everyone **whom** we meet asks for our secret formula.
6. Mrs. Lenox is the woman **whom** I recommend for the position.
7. I addressed the letter to the officer **whom** you suggested.
8. I sent it to the person **who** wrote to me.
9. I want to talk to Barbara Linwitz **whom** you neglected to invite to this meeting.
10. I have written the letter to the man **whom** you mentioned.

B. Write the correct form - *whoever or whomever* - in the blank.

1. **Whomever** you invite will be welcome.
2. **Whoever** arrives late will still be welcome.
3. I brought this book for **whoever** enjoys mysteries.
4. We will admit **whoever** knows the password.
5. **Whoever** is elected will have a tough job.
6. **Whomever** we elect will have a tough job.
7. Tell **whoever** answers the phone that I'll call back.
8. We want the winner to be **whoever** writes the best essay.

9. These prizes are intended for **whoever** gets here first.

10. Irene will speak to **whoever** is at the desk.

11. Mike will write to **whomever** the committee suggests.

12. **Whomever** Sheila has invited will be in for a minute.

13. Melvin refuses to listen to **whoever** advises him.

14. The police will question **whoever** was at the scene of the accident.

15. Ms. Franciscus will talk with **whomever** we send as our representative.

Answers 4F

Choose the correct form from the choices in parentheses and write it in the space provided.

1. Catherine and **he** have left for Denver.
2. During the week we lost three employees; **this loss** is causing a problem in our office.
3. **Who** did you say was the first speaker?
4. Our new sales representative is Marlowe Boswell, **whom** you met last September.
5. Our chief executive officer always has time to talk to **us** supervisors.
6. **Whomever** the agent calls will play the role.
7. Every one of the girls called **her** parents last week.
8. One of the chemists broke **her** arm last week.
9. William is one of those composers who might take **their** themes from folk tunes.
10. **Any one** of those trees would provide enough shade.
11. **Whose** coat is handing on the door?
12. **Whoever** goes to the cafeteria will probably stay an hour.
13. That program was started by Ms. Janderley, **who** is now in the Sacramento office.
14. Janet and **she** have known each other for years.
15. Mrs. Carmichael's absences are very annoying; **this situation** must be resolved soon.
16. That company built **its** headquarters on a large estate.
17. Ms. Garibaldi and **I** were the representatives.
18. The person **whom** you should see is not here.

19. Bob wants to work for a company **that** performs a public service.

20. The receptionist showed Abner and **me** how to reach Mr. Shaw's office.

21. The panel **that** will make the decision will meet in March.

22. **No one** wanted to come to work early.

23. Abigail is one of the reporters who made **their** reservations for the convention.

24. Anna or **you** should prepare the list.

25. **Who** shall I say is calling?

Answers 5A

Insert the correct punctuation in the following sentences:

1. Mr Robert's office was broken into around 9 o'clock last evening.

2. Barry told his boss that he couldn't understand her.

3. Ed said, "I need your report by next Monday."

4. The December 1992 report is due in Mr Johnson's office before it's turned over the to the Advertising Department.

5. The guest speaker, Dr. Angela Barton, is expected to arrive by 5:00, and Ms. Ellis, the meeting chairperson, will open the session at 5:30.

6. Jane came to the meeting, but she had to leave early.

7. Mr. Turner said, "Bob, I need you to pick up the marketing manager from the airport; he's earlier than we expected."

8. Mary Thomas, who left the company five years ago, has since been promoted to a vice president at her new company.

9. According to Jim Clark of Clark Associates, producers of on-line directory, services over half of the data bases provide business-related information.

10. The personal computer, not the typewriter, is my choice.

11. As Mr. Hornby said in his memo, " We must incrase [sic] production by 30 percent; Eighteen percent is more reasonable if we want to remain competitive."

12. Here's how the contract reads, "For the sum of two thousand three hundred dollars ($2300), Eptco, Inc. agrees to pull up and remove all stumps from the proposed lot."

13. "Although we may not achieve excellence," said Ms. Stone, "we always should strive for it. Otherwise we'll become another mediocre company."

14. "Yes, Mary, our travel expenses were high last month; consequently' travel will be curtailed from April 1, 1993, until May 30, 1993."

Answers 5B

Put a "C" for correct in front of each sentence which is correct. If a sentence has errors, correct the punctuation.

C 1. Yesterday I came to a decision; I am going to quit.

C 2. Since you mention it, I will accept the offer.

C 3. The office was equipped with computers, telephones and all the office supplies one could ever need.

C 4. I believe that was a good decision; however, it is important that everyone know it is going to take some time to put into effect.

___ 5. Mr. Myers, who is well known for his expertise in that field, will be speaking at the meeting. **(The commas were missing.)**

C 6. Alberta's interview went well; she got the job.

C 7. When making your list of people to invite to the party, you should include the following: Bill, Mary, Heather, Stacey, Norma and Linda.

C 8. He was going to make a speech, but he decided not to.

C 9. I enjoy working with my supervisor because she is honest and fair and considerate of her employees.

C 10. I believe what he said is true, but I don't like the way he said it.

C 11. Furthermore, I don't agree with the plan.

C 12. It was a time of great happiness and celebration; we had just been awarded the $10 million account.

C 13. I suppose you could distribute that letter as is (wordy and full of errors), but I doubt anyone will understand what you're trying to say.

Answers 5C

Cross out the sentence which is wrong. It is possible for both sentences to be correct.

1. **B. He will be going to the store for some bread, milk and eggs.**

2. **B. His position is clear; he is against the move.**

3. **B. What is the reason for that policy?**

4. **A. Mr. James, like many other environmentalists, is concerned about our pollution problem.**

5. **B. The man with the reddish-blond hair stated his beliefs quite eloquently, but the audience was not listening.**

6. **A. He doesn't care if it gets done today or tomorrow or next week.**

7. **B. "I believe that is a fair statement," she said.**

8. **B. I will go to the store; however, don't expect me to fix dinner.**

9. **A. Your desk is on fire?**
   B. Your desk is on fire!

10. **B. Roberta Browning, who knows the subject very well, will present her thoughts at today's meeting; but the executive director, who is vacationing in Florida, will not be there to hear her.**

Answers 6A

Choose "A" if Sentences A is correctly punctuated or "B" if Sentence B is correctly punctuated. (NOTE: There will be only one correct answer.)

1. **A. The manager said, "I don't believe you're going to spend that much money on that project."**

2. **B. "Yes," she said, "I do believe I will be going to the reception after all."**

3. **B. After spending six hours in the meeting, the president said, "Perhaps we should conclude for today and meet again next week to discuss this matter."**

4. **B. "He said 'I'll go' and I'm certain he will go, even though I know he doesn't want to," said Margaret.**

5. **A. In his text, the psychologist wrote, "It is important that we discuss...underlying causes of the situation and not just the situation itself."**

6. **A. In an attempt to improve his business letters (which were definitely in need of improvement), Martin attended a grammar workshop.**

7. **B. "We won!" exclaimed the young baseball player.**

8. **B. The marketing director made her opinion known when she emphatically answered "No."**

9. **A. The personnel director asked, "Are we going to get an extra holiday this year?"**

10. **A. "He (John) will not be joining us for dinner," said Mary.**

Answers 6B

Choose the correct word.

1. You will find our **company's** vacation policy in the employee handbook.
2. He has five **years'** experience in the training industry.
3. The marketing **director's** policy on that matter is not clear.
4. The personnel **assistant's** memos are much too long.
5. Regardless of how little the contractors will charge, three **years** is too long to wait.
6. He accepted a position as the **president's** assistant.
7. He began the project at his **boss's** request.
8. At the company picnic the **women's** team won the trophy.
9. Mr. **Major's** letter arrived in the office next week.
10. I wish the sales **representative's** letters would be more clear.
11. It is entirely possible that the sales **representatives'** schedules will change next year.
12. The **teacher's** desk was covered with books.
13. One **year's** experience is hardly adequate for this position.
14. Carl **Whetherby's** suggestions are worth some consideration.
15. The **memo's** purpose was unclear.

Answers 6C

Form the plural, singular possessive and plural possessive forms of each of the following words in the space provided.

Singular	Plural	Singular Possessive	Plural Possessive
Examples:			
manager	managers	manager's	managers'
child	children	child's	children's
mother-in-law	mothers-in-law	mother-in-law's	mothers-in-law's
1. woman	**woman**	**woman's**	**women's**
2. boss	**bosses**	**boss's**	**bosses'**
3. committee	**committees**	**committee's**	**committees'**
4. wife	**wives**	**wife's**	**wives'**
5. company	**companies**	**company's**	**companies'**
6. brother-in-law	**brothers-in-law**	**brother-in-law's**	**brothers-in-law's**
7. supervisor	**supervisors**	**supervisor's**	**supervisors'**
8. computer	**computers**	**computer's**	**computers'**
9. secretary	**secretaries**	**secretary's**	**secretaries'**
10. policy	**policies**	**policy's**	**policies'**

Answers 7A

Correct all the misspelled words in the following memo.

MEMO

DATE: August 15, 1994

TO: Joan McCall
Bo Jackson

FROM: Steve Ackerman

RE: August 20 meeting schedule change

Tuesday's meeting with **Chief** Executive Officer David Sullivan from Graham Industries has been changed to Thursday, **August** 23. The time is still set for 9 a.m. in the **conference** room.

Please note this change on your calendar to **ensure** your attendance, as this is our **annual** middle-of-the-year **review**/planning meeting.

I hope this doesn't **disrupt** or negatively **affect** your schedules. Please let me know immediately if **there** is a problem.

Answers 7B

Choose the Right Word

1. What did the boss **infer** from your report?
2. The copier **continually** runs out of paper.
3. As **a disinterested** member, he can provide an objective decision.
4. How will the decision to streamline operations **affect** the work force?
5. Just **among** the three of us, what do you think about the proposal?
6. We are **eager** to receive reimbursement for our expenses.
7. Do you feel that one department gets **further** in accomplishing its goals than the other?
8. When you are finished with the memo, please **lay** it on my desk.
9. Bring **fewer** doughnuts for next week's meeting.
10. When you order **stationery** for the computer, use the telephone by the **stationary** terminal.

Answers 7C

Choose the correct word.

1. His parents agreed to **insure** the teenager's car.
2. The easy chair in my den is always a welcome **sight** after a long day at the office.
3. We limit the number of programs we present to **ensure** our success.
4. In **two** weeks, my boss will go **to** Hawaii for a management conference. Next year, I'll get to go **too**.
5. He **complimented** her on her remarkable achievements.
6. The workers were asked to leave the **site**.
7. Our new line of training products will **complement** our other services well.
8. She will be going to the meeting, **too**.
9. The addition of the new staff is **their** decision; however, I think **they're** correct in considering it.
10. The insurance company noted an error in **its** policy.
11. Just **between** you and me, I think that communication **among** the finance, marketing and personnel departments is extremely poor.
12. **Regardless** of his reasons, allowing the project to go unfinished was irresponsible.
13. I am aware that we will have **fewer** employees next year, but that doesn't necessarily mean we'll have fewer work assignments.
14. Your answers need to be **all right**.
15. He was the one **that** was most affected by the closing of the private school.

Answers 8A

Make the appropriate capitalization changes.

1. The supervisor of this department is **M**r. **S**mith.

2. The guest speaker, **D**r. Peter Willis, **C**hairman, will arrive at 9 P. M.

3. The first draft of the report is due **F**riday, **D**ecember 1.

4. Payments for state withholding taxes are sent to the California **S**tate **D**epartment of **T**axation.

5. We are planning on staying at the **H**ilton **H**otel, 87 **F**ifth **A**venue, while in **N**ew **Y**ork.

6. I just finished watching "60 **M**inutes" on **C**hannel 10.

7. We are planning to see the **P**ainted **D**esert when we travel to the **W**est **C**oast next spring for the conference.

8. Please order **S**cotch tape and 3**M** **P**ost-it notes for the **F**inance **D**epartment.

9. His office is located at 21 Madison **S**treet.

10. Susan works for the mayor of the **C**ity of **P**hoenix.

ANSWERS 9B

December 2, 1994

Mr. Paul Hecht
5 Light Street
Baltimore, MD 21201

Re: Investment in Allstate

Dear Paul:

Regarding all the ~~the~~ many investments we spoke about on November 3, 1994, only **A**llstate, Acucomp and Merrick, Inc. have reported 1993 sales. I have been unable **to** find **reported** sales for any other compan**ies**.

I know that you have been very impressed with Allstate**'s** performance in the previous **three** quarters. The company is consid**e**red to be one of the leading petroleum companies on **the** East Coast. The Wall Street Journal, **in an** article dated November 29, stated, "Allstate has proven itself to be competitive and solid." I am enclosing a copy of the article for your information.

When we **meet** on Tuesday, December 14, we will take **a** closer look at all of the companies we are considering **as** investment possibilities. I am **eager** ~~anxious~~ to get together to formul**ate** our ~~best~~ most profitable course of action.

Very truly yours,

John L. Thompson

JLT: del

Answers 9C

MEMO

DATE: April 14, 1994

TO: Joseph Masters, Marketing Supervisor
Laura McKellington, Senior Creative Analysts

FROM: Robert Donnelly, **Chairman** of the Board

RE: Invoice payment policy changes

In **Thursday's** executive committee meeting, several policies were discussed, and two were changed. John Gibson and Marlene Mathers, Vice **Presidents** of Marketing and Fiscal Operations, noted several problems stemming from our **company's** current policies regarding payment of invoices for graphic services. The two most **critical** problems noted **were** the payment of invoices for services that had not yet been received and failure to get fiscal office **approval** for large expenditures.

In order to **ensure** proper payment of invoices and proper approval of large expenditures, **the committee** recommended that the following two policies be adopted:

1. Invoices are to be initially directed to Marlene **Mathers'** office for approval and then forwarded to the fiscal office no later than three days following date of receipt of services; and

2. A purchase order must be **approved** by the fiscal office for all graphic service expenditures exceeding $500 prior to the contracting of such services.

If you have any questions, please feel free to contact me.

Answers 10A - Post-Test

Each of the following sentences have words or phrases that could be omitted without affecting meaning. Rewrite the sentences eliminating outdated, awkward and unnecessary words."

1. In accordance with your request as to my intentions with regard to attendance at the November 21 grand opening, as made in your recent invitation, I would like to extend my most sincere appreciation of your invitation, but must regretfully decline as I am otherwise engaged on the evening of your grand opening.

   I appreciate your invitation to the November 21 grand opening. However, I cannot attend because of previously made plans.

2. I can hardly express my displeasure of the prospect of going to visit my dentist for the routine examination of my teeth which I do twice each year.

   I hate going to the dentist twice a year.

3. Upon looking over all of the potential ways this situation could possibly be handled, I have come to the decision that the best decision we could make would be to select the second firm to be responsible for heading up the project.

   I think we should select the second firm to lead the project.

4. Enclosed please find the manuscript that you asked we send to you.

   We are sending you the manuscript you requested.

5. In about two weeks' time, we will receive his strictly accurate report.

   We will receive his accurate report in two weeks.

Answers 10B

Rewrite each of the following sentences eliminating outdated expressions and unnecessary words.

1. Please indicate which option you would like to select as your response and return your response in the enclosed envelope.

   Please mark your response and send it in the enclosed envelope.

2. Upon receipt of your payment, your order will be processed.

   When we receive your payment, we will process your order.

3. It has recently been brought to my attention that our supply of notebooks has been entirely depleted, so I will place an order for more notebooks today.

   Because I recently learned that we are almost out of notebooks, I will order more today.

4. Andrew talked about his past experiences.

   Andrew discussed his past.

5. In accordance with the directions of the president, the meeting will commence promptly at 3 p.m.

   As the president directed, the meeting will begin promptly at 3 p.m.

6. In the event that it snow, we will not hold the meeting.

   If it snows, we will cancel the meeting.

7. In order to avoid paying a penalty, she stood in line at the Department of Revenue for two hours.

   To avoid a penalty, she waited in line at the Dept. of Revenue for two hours.